

**STEUBEN COUNTY
NON-EMERGENCY MEDICAL
TRANSPORTATION STUDY**





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Margaret Honti, Author
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NON-EMERGENCY MEDICAL TRANSPORTATION STUDY

The miracles of medical science grow rapidly day after day. We Americans are delighted with this state of affairs. It means we are healthier and live longer lives. That's the good news.

The Administration on Aging has recently released the following "[Profile on Older Americans](#). The profile contains statistical information on older persons such as future growth, marital status, employment, education, ethnic composition and population distribution by state". We were especially interested in the speed at which people are aging.

[Profile on Older Americans:](#)

- The profile reports the older population--persons 65 years or older--numbered 35.0 million in 2000. Since 1900, the percentage of Americans 65+ has more than tripled (4.1% in 1900 to 12.4% in 2000), and the number has increased eleven times (from 3.1 million to 35.0 million).
- The profile emphasizes that the older population itself is getting older. In 2000, the 65-74 age group (18.4 million) was eight times larger than in 1900, but the 75-84 group (12.4 million) was 16 times larger and the 85+ group (4.2 million) was 34 times larger.
- By 2030, there will be about 70 million older persons, more than twice their number in 2000. People 65+ represented 12.4% of the population in the year 2000 but are expected to grow to be 20% of the population by 2030.

It is that 75-84 group and the 85+ group that Rural Health Community Systems is focusing on in this study. Persons 85-100 years of age, the oldest-old, are the fastest growing age groups. The majority of this cohort has an average of four chronic conditions that may inhibit their daily lives. Medicare will pay for services when someone comes out of the hospital, but it doesn't pay for chronic needs. Funding shrinks all too soon, so people are left to manage on their own. Area Agencies on Aging across the country and here in Steuben County serves as an advocate for the elderly and works to support and organize an accessible system of family and community based services. These advocates know better than most that there is a enormous effort to keep people out of institutions, but the government doesn't reimburse people for those services that make it possible.

These frail elderly people may be living at home, alone; not totally independent, adapting to their situation and working hard and making a great effort, just to keep up. The oldest and most frail segment of our community is too often left on their own. This study is looking at one potential unmet need, not just for older people, but for those whose limitations are now keeping them from routine medical care.



ACKNOWLEDGEMENTS

Rural Health Community Systems, Inc. wishes to thank the many people who assisted and supported us in this important project. The Non-Emergency Transportation Study could not have been completed without them.

A Special Thanks to:

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The esteem membership of the Rural Health Community Systems, Inc. who have committed themselves to improving and expanding access to Emergency Medical Services in Steuben County are to be thanked for their devotion to the cause and support of this Non-Emergency Transportation Study. The Rural Health Community Systems membership includes the following.

RSVP, Steuben County Office for the Aging, ~ Steuben County Office of Emergency Management ~ Ira Davenport Memorial Hospital, ~ New York State Police, ~ Steuben County Sheriff's Office, ~ Rural/Metro Medical Services, ~ Ontario County Advanced Life Support, Inc. ~ Hammondspport Ambulance, ~ American Red Cross, Steuben County Chapter

A big Thank you goes out to those community people who shared with us their thoughts and concerns about this vital issue. By helping Rural Health Community Systems with this project, you have helped many others with a very real and compelling need.

Finally, this rural health network is so appreciative of the fine research, planning, implementation, data collection and analysis, done by our student intern and Non-Emergency Transportation Study Project Manager, Margaret A. Honti. Ms Honti spent the last several months writing, editing, analyzing, and managing this project with the commitment, sensitivity, and vision of one who sees anticipating needs as the key to health promotion and disease prevention.



INTRODUCTION

Steuben County is the seventh largest of the 62 counties in the state of New York. It is made up of 32 individual towns totaling a landmass of 1,397 square miles. Steuben County is larger in landmass than the state of Rhode Island. Steuben County is located in New York's southern tier region of Appalachia. There are three small cities, all of which contain pockets of poverty extending into the modest to minimal towns and villages. Three rural hospitals work hard to maintain their presence as providers of quality health care, while at the same time provide a crucial economic impetus in the community.

Within Steuben County there are just over 43,000 households for a total population of approximately 100,000 people; 27,000 of whom are under twenty-one years of age and 14,000 are over sixty-five. There are 678 miles of roads, in a county with scores of hills, lakes, rivers and streams; 350 large bridges, 360 small bridges, and sometimes lots of snow and ice.

Of concern here, are the vastly growing aged population, the frail elderly, the otherwise physically weakened, and the steady need for an accessible system to transport them to routine doctor's appointments, lab tests, therapy and pharmaceutical drugs stores. This study intends to determine whether or not there is a need for a Non-Emergency Medical Transportation service. It is with this question

in mind that the following results are presented.



METHODS AND PROCEDURES

This report has attempted to help assess whether there is a need for Non-Emergency Medical Transportation in Steuben County. To answer this question the following steps were taken:



“Win-Win” Surveys were distributed to health and human service organizations within the Rural Health Community Systems catchment area. The following questions were asked:

A. What are the five most critical challenges you face in your Non-Emergency Medical Transportation services/needs related work?

B. Your goal(s) for participating in this project probably relates to one or more of the critical challenges you listed above. Considering these critical challenges, list your goal(s) for participation in this project.




Survey questions were framed based on the results of the “Win-Win” survey.





Question style and structure were reviewed by two professors at Alfred University to make sure wording and format were correct and would capture the essence of the project goal.



Non-Emergency Medical Transportation Study

 The Project Manager designed three different surveys. The first was sent to Captains of Steuben County EMS squads. The second was sent to the Office For The Aging Senior Volunteer drivers in Steuben County. The third was sent to a random and anonymous sample of elderly residents of Steuben County.

 Returned survey data was compiled using the SPSS research software system at Alfred University.

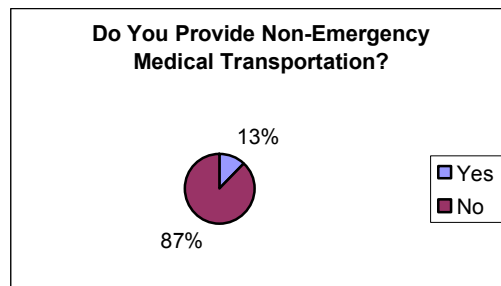
 The following report has been generated using the results of the data.



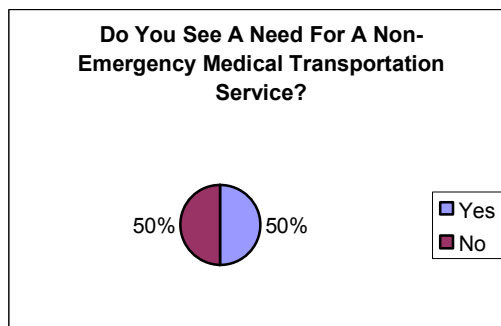
EMS CAPTAINS

EMS Captains from across Steuben County were surveyed to find out if they received calls for Non-Emergency Medical Transportation. They were also asked whether or not they thought a service dealing with such a demand was necessary.

The response rate from EMS Captains for this survey was very low. Of the twenty-two surveys sent out, only eight were returned. Of those eight, only one said that their squad provides Non-Emergency Medical Transportation.



The group was divided on the issue of a need for such a service. Exactly half said they saw a need, leaving the other fifty percent to decide it wasn't necessary.





Of those who responded “no” the following comments were received:

- * “We have never had a need to our knowledge of people needing transport for non-emergency care such as doctors appointments.” (Pulteney)
- * “There is not enough need.” (Jasper)
- * “We are a volunteer Corp and we just cover emergency calls.” (Avoca)
- * No explanation (Hornell)

Of those who responded “yes” the following comments were received:

- * “We get calls for it all the time.” (Bath)
- * “At times we have had people who needed this service. Families are unable to do this, either because they work, or the patients are too difficult to move.” (Troupsburg)
- * “We don’t do much of the doctor appointments or vision checks, but we do have lots of requests for non-emergency diagnostic transfers and physical therapy, as well as scans and return stuff. This usually requires 4-6 hours of ambulance time and staff per trip.” (Hammondspport)
- *No explanation (Greenwood)



Conclusions Regarding Captain Survey

Because only one-third of the Captains responded, leaving a sample of only eight, no true conclusion can be made regarding the feelings of all EMS squad Captains. It does however seem that the majority of squads do not provide Non-Emergency Medical Transportation. Out of the 21 squads in Steuben County, 20 are run by volunteers. With these staff restraints it is unlikely that such a service could be granted to all of the medically needy in Steuben County.



SENIOR VOLUNTEER DRIVERS

The volunteers surveyed for this study came from the Office For The Aging volunteer database. The volunteer survey played several roles in this study. The survey was designed to find out:

- *Where the majority of the volunteers live
- * What areas they travel to in order to provide transportation
- *Their age
- *How often they volunteer
- *If they work with clients who need physical assistance
- *If they are able to provide assistance
- *How they were recruited.

These demographics would demonstrate:

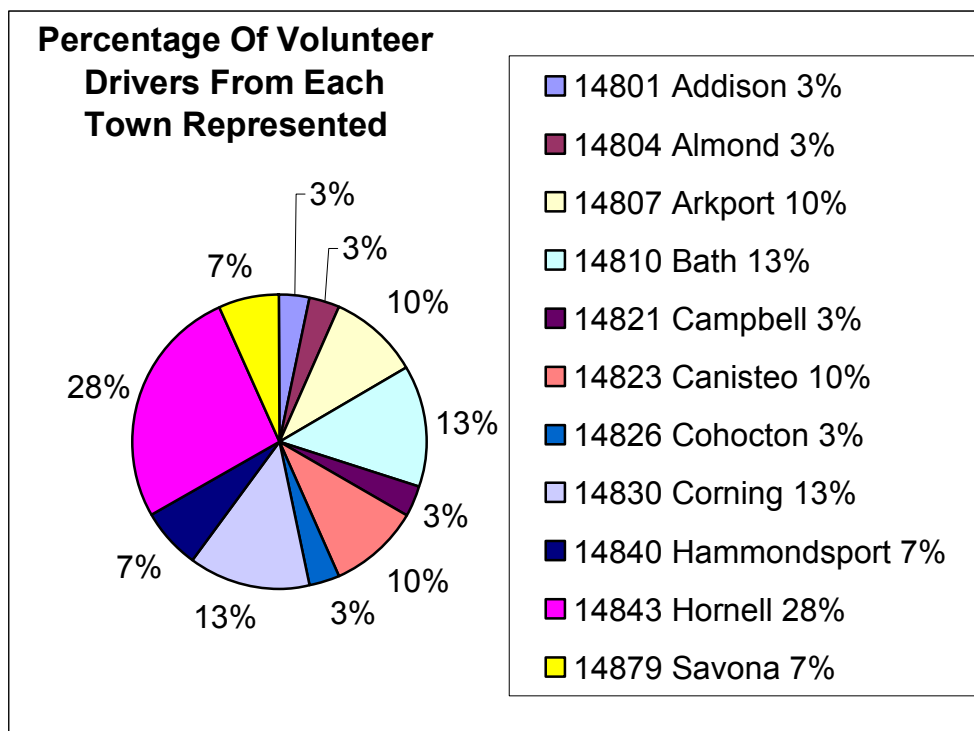
- *What areas are lacking volunteer support
- *Potentially, how long the volunteers will physically be able to continue their work
- *The demand for more Senior Volunteer Drivers
- *If more assistance is needed to transport those with serious impairments
- * Whether or not there is a need for more volunteer drivers
- *What types of recruiting methods are attracting volunteers



Non-Emergency Medical Transportation Study

An excellent percentage of volunteer surveys were returned. Of the 33 sent out, 30 came back. The following table breaks down number of senior volunteer drivers from each town and zip code.

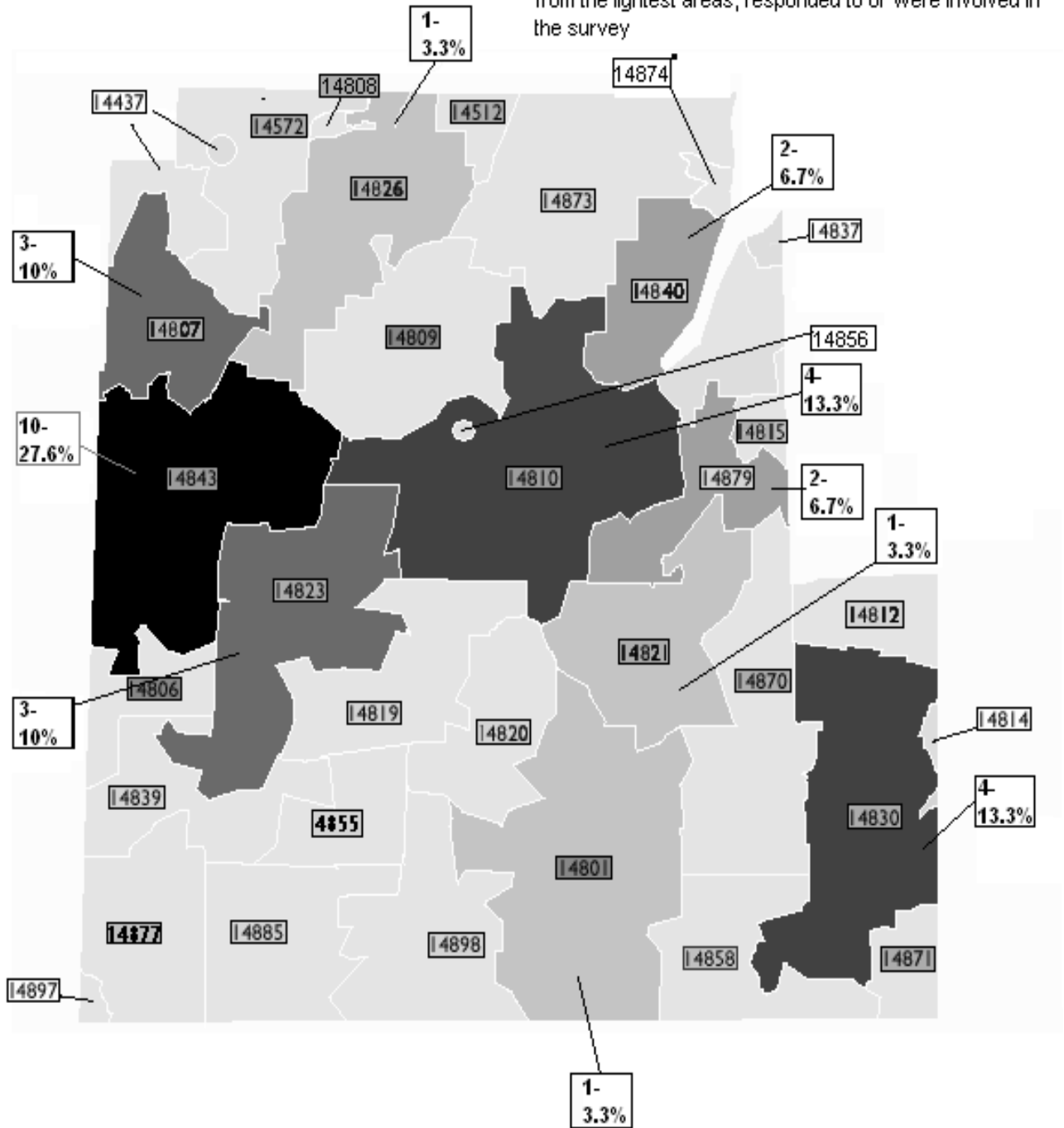
Zip Code	Town	# Of Volunteers From That Town
14801	Addison	1
14804	Almond	1
14807	Arkport	3
14810	Bath	4
14821	Campbell	1
14823	Canisteo	3
14826	Cohocton	1
14830	Corning	4
14840	Hammondsport	2
14843	Hornell	8
14879	Savona	2





Number of Volunteers From Each District and Percentage of Total Volunteers

Darker areas represent more volunteers. No volunteers from the lightest areas, responded to or were involved in the survey





Non-Emergency Medical Transportation Study

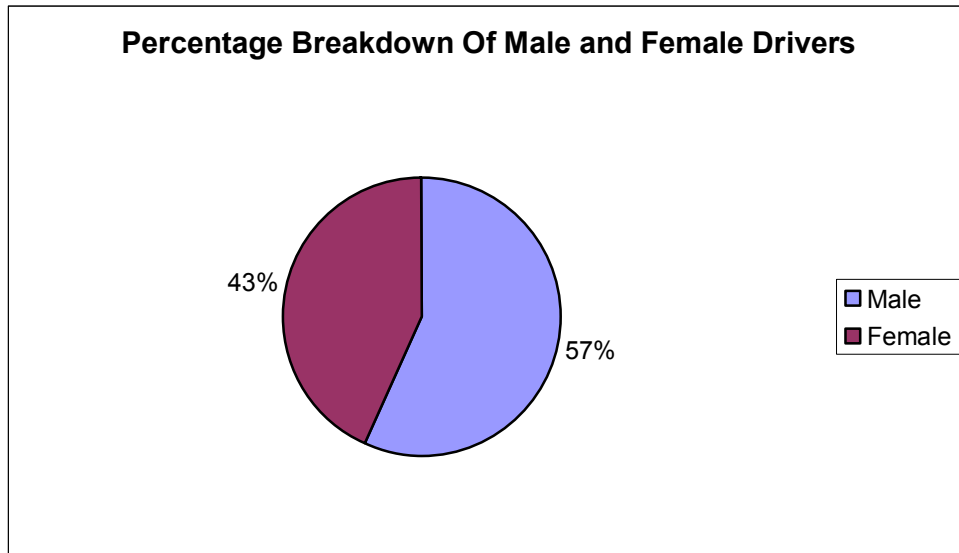
The following table shows each individual volunteer, what zip code they are from, and the zip codes of towns to which they volunteer their services.

What Zip Code The Volunteer Lives In	What Zip Code They Service	2nd Zip Code	3rd Zip Code	4th Zip Code
14879				
14843	14843	14804	14807	14823
14804	14804	14822	14843	
14807	14807	14843	14572	
14843	14843			
14843	14843			
14810	14810			
14810	14840	14873	14809	
14843	14843	14621	14642	14810
14830				
14830				
14840	14840	14810	14873	
14840	14840	14810	14873	
14821	14810	14870	14830	
14810	14810	14830		
14810	14873	14840	14809	14856
14823	14885	14843	14839	14823
14823	14823	14824		
14830	14830			
14843	14843			
14843	14843	14823	14807	14804
14843	14843			
14826	14843	14572		
14823				
14879				
14807				
14801				
14843	14843	14823	14437	14807
14830	14830	14870	14821	
14807	14843			

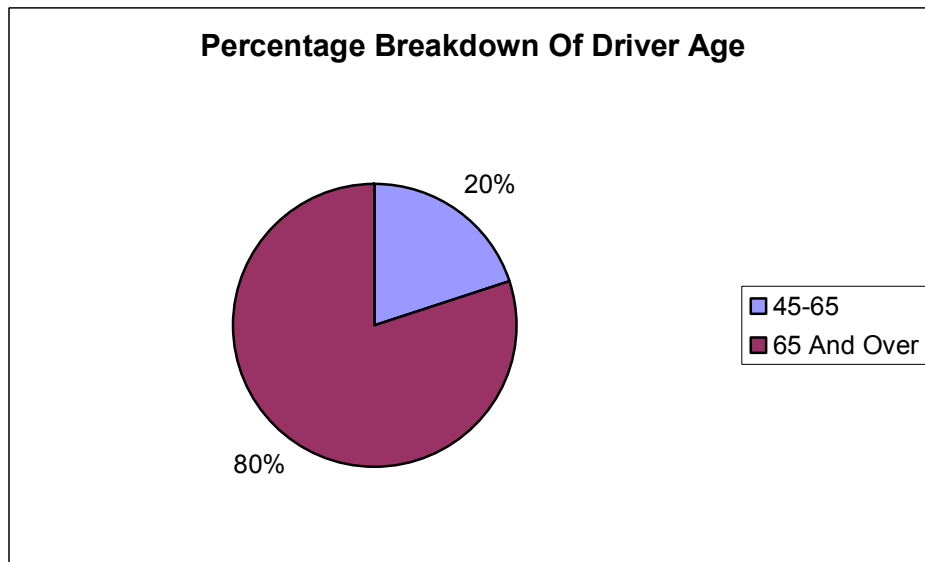


Non-Emergency Medical Transportation Study

The following graph shows the breakdown of volunteers by gender.



The following graph shows the breakdown of volunteers by age.





Non-Emergency Medical Transportation Study

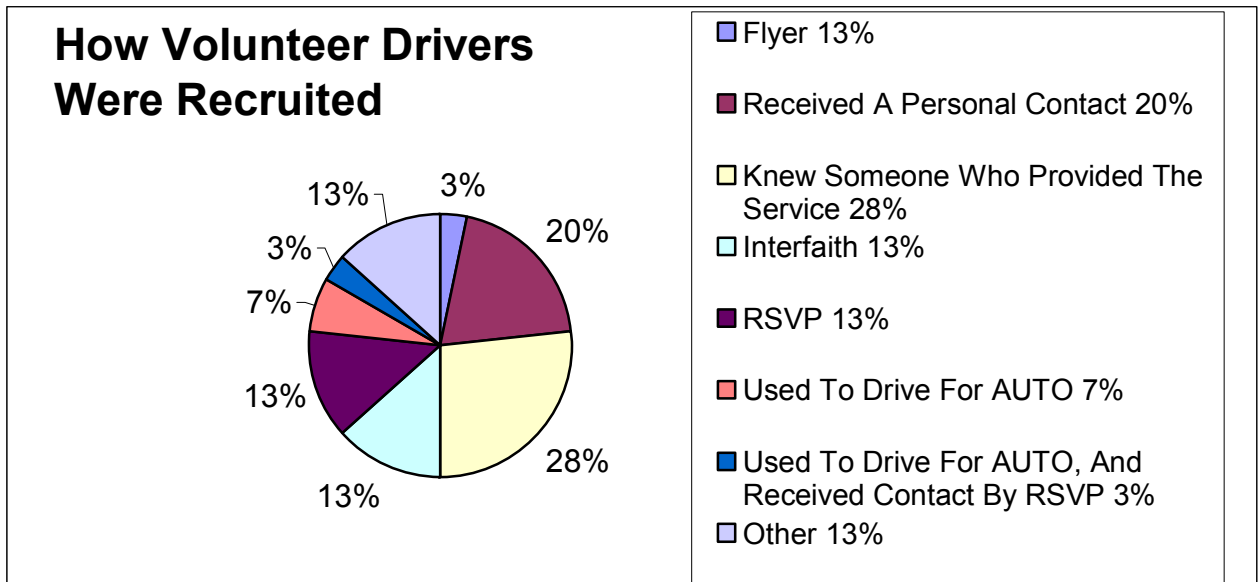
The previous graph illustrates a potential problem. Many of the volunteer drivers are in the age range of those they are transporting. This could mean that in the foreseeable future, the current drivers will no longer be physically capable of providing a volunteer service. In fact, they themselves may need assistance.

The graph also shows a lack of younger drivers, which could mean several things. It could mean that younger citizens are unaware of the need for volunteers. Or it could represent the lack of interest in such an effort. A third possibility might be that the older population has more discretionary time and/or less family responsibilities.

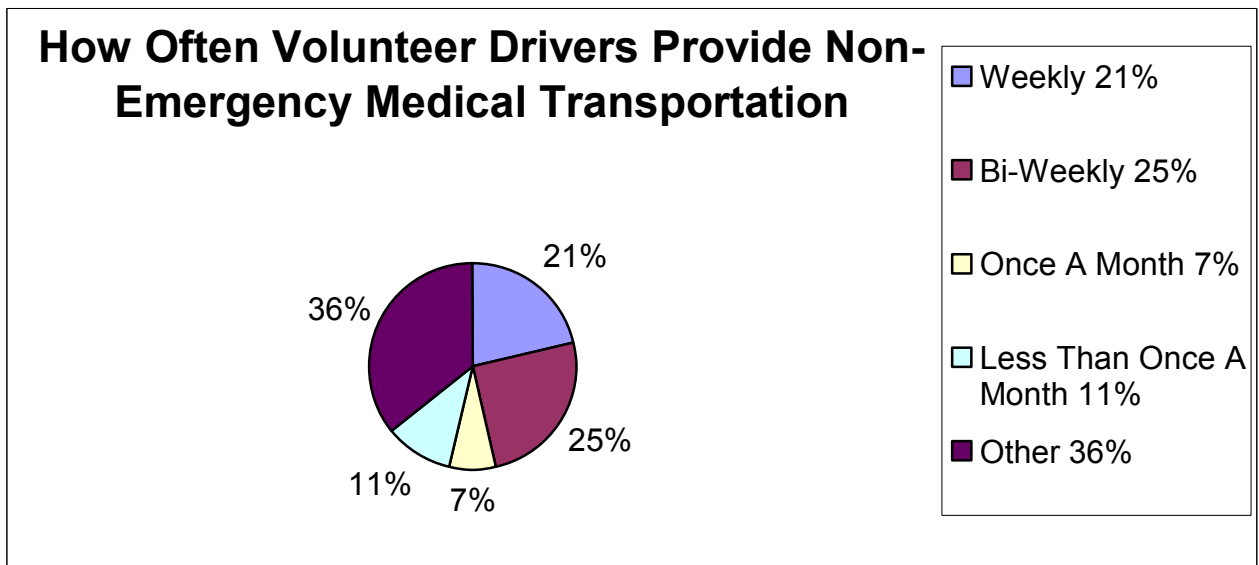
Either way, it definitely shows that there is a fast approaching need to recruit new volunteer drivers, whether it be by the same means of recruitment, or through a new and different method.



The following graph shows the way in which the surveyed volunteers were recruited.



The following table shows a breakdown of how often the volunteers surveyed provide Non-Emergency Medical Transportation.



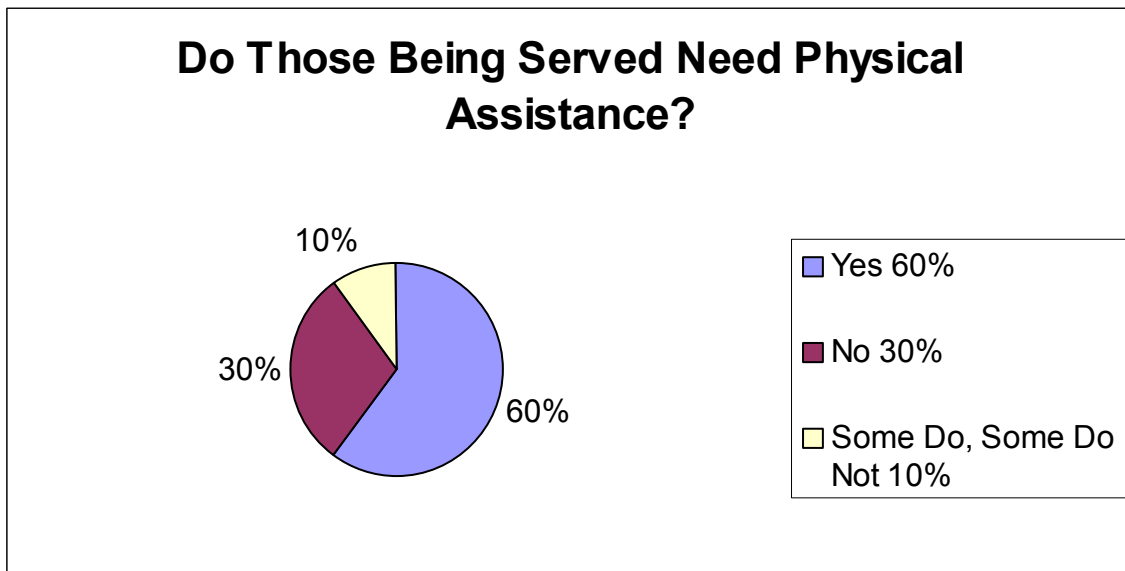


This data needs to be viewed cautiously, as it can be interpreted in more than one way. It could mean that there is not a lot of need for them to drive, or it could mean that they are not able to provide the service often.

Some drivers added comments after their response. One woman said, “I am not going as much now as I did a while back.”

Another stated, “I will no longer provide transportation. I will have cataract surgery this fall.”

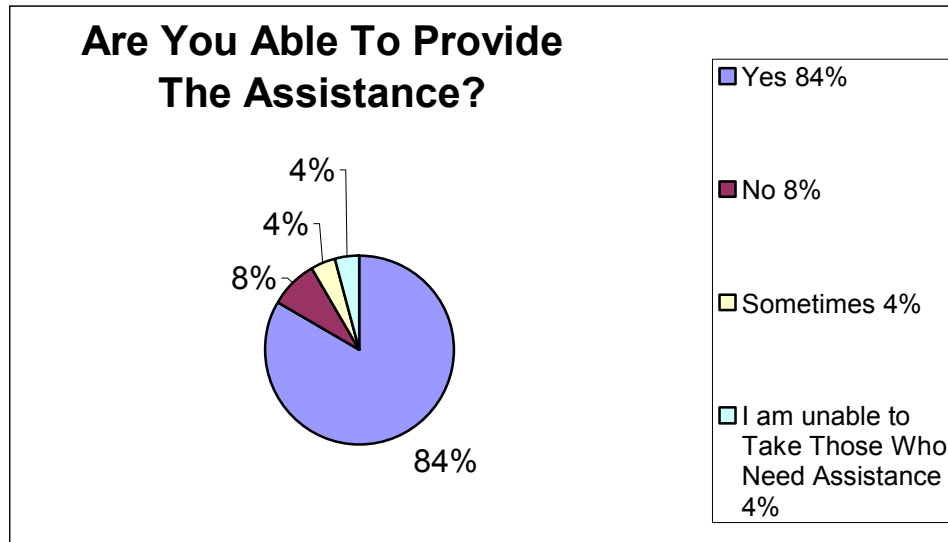
The next question on the survey asked volunteers, “Do any of your clients need physical assistance when getting into your car, the medical office, etc.?” The following graph shows their responses.





Drivers were then asked, “If needed, are you able to provide this service?”

The following graph shows their responses.



Of those who responded, “Yes” some added comments such as the following:

♿ “Most of the time I am able to provide assistance.”

♿ “I am able to provide assistance as long as there is no lifting or wheelchairs. I am unable to assist with that.”

♿ “Some have walkers etc. which I try to see they get there safe.”



CONCLUSIONS REGARDING SENIOR VOLUNTEER DRIVER SURVEY

After computing the data received from the volunteers it is obvious that the majority of those who provide Non-Emergency Medical Transportation are older individuals. One interpretation is that within 10 years it is conceivable that there could be very few of the present volunteers able to continue to provide such a service. At this point in time, from these numbers, it doesn't look like there are many younger drivers ready to step up and fill the gap. This means of course, that there is a continual need to recruit new Volunteer Drivers.

In the survey sent out, the question regarding age had three categories: 25-45, 45-65 and 65 and over. Not one person was in the first category. This demonstrates the need for either additional younger drivers or a new system. The aged population in Steuben County is on the rise. The worst-case scenario is that in years to come, the elderly in the county will have no one to turn to for assistance regarding their Non-Emergency Medical Transportation needs.

If a new system goes into place, the problem of having enough volunteers will be solved. If the system remains the same, a new marketing plan to recruit drivers would need to go into place. This plan could begin with a new advertising campaign.

Most drivers in this survey heard about the need for their service through word of mouth. This is a fine way of communicating the need, but it is not enough. Ads



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aimed at recruitment need to be placed in the newspaper, on the radio, in bulletins and on flyers. If no one knows about the need, it can be mistakenly assumed that it doesn't exist.



CONSUMERS

This section addresses the need for Non-Emergency Medical Transport services as seen by the general aging population. This survey was sent out to 851 individuals randomly chosen by pulling every tenth name and address from a senior citizen mailing list. It went to over 30 towns in Steuben County. Of these 851 surveys, 314 were returned within the time period allotted, which is a valid return for purposes of this study.

The survey filled out by the residents contained twenty-two questions. When returned these questions were broken down further into fifty-eight individual divisions. Data was imputed onto the SPSS system and coded appropriately. Various tests were performed in order to get cross-tabs and frequencies so that inferences could be made.

After reviewing many of the surveys it became apparent that a number of clients were somewhat confused by several questions. Question number 17, ["Do you see a need for a Non-Emergency Medical Transport System? (For example, a service that would take you to a doctor's appointment)"] was misread by many as "Do **you** need a Non-Emergency Medical Transportation System?"

The question immediately following question #17 asked, "If such a system were established would you use it," why or why not? This purpose of this question was



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twofold. It was put in as a chance for elaboration, and as a check to the previous question. It served its purpose. By looking at the response to this question, those who answered “yes” or “no” to question #17, interpreting it as personal use rather than a general thought, were removed.

This put data into two groups: the un-fielded population (meaning all answers were used) and the fielded population (meaning a data group not containing misinterpreted answers was used).

When looking at the following data please take note of which group of data each graph pertains to. The table on the following page shows the breakdown of:

- *The number of surveys sent out to each zip code
- *The number returned
- *The number in data set one (the un-fielded group)
- *The number in data set two (the fielded group).

Please note that the 88 “other” zip codes in column three are distributed throughout column four. Only six of the 88 were returned without a zip code.

How to read the following chart: If you want to know about the number of responses from Wayland you would go to the “Town” column and look at the number listed under “Number of Surveys Sent Out.” It says 38. The column next to it shows how



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many were returned from Wayland. That number is 21. The next column, the “Un-fielded Data Group” shows the number included in the first set of questions. That number is 21. The number in the “Fielded Data Group” (data group two) shows the number of those responses that were used when calculating the need for a Non-Emergency Medical Transportation System. That number is 13. This means that out of the 21 sent in, 8 misunderstood the question and could not be included in the data for the Non-Emergency Medical Transportation System question. However, they were used to get demographics of the population in question.



Non-Emergency Medical Transportation Study

Zip Code	Town	Number of Surveys Sent Out	Number of Surveys Returned	Number in Data Group 1	Number in Data Group 2
14522	Palmyra		1	1	1
14529	Perkinsville		1	1	1
14572	Wayland	38	21	21	13
14801	Addison	37	12	12	8
14804	Almond		2	2	2
14807	Arkport	21	8	8	6
14808	N. Cohocton		2	2	2
14809	Avoca	21	7	7	5
14810	Bath	140	48	48	37
14812	Beaver Dams		1	1	1
14816	Breesport		1	1	1
14819	Cameron		1	1	1
14820	Cameron Mills		4	4	3
14821	Campbell	25	9	9	5
14822	Canaseraga		1	1	1
14823	Canisteo	35	14	14	9
14826	Cohocton	14	7	7	6
14830	Corning	157	50	50	36
14831	Corning		1	1	1
14839	Greenwood		4	4	4
14840	Hammondsport	30	14	14	9
14843	Hornell	131	42	42	30
14855	Jasper		4	4	2
14858	Lindley		4	4	2
14870	Painted Post	76	26	26	19
14871	Pine City		1	1	0
14873	Prattsburgh	21	10	10	7
14874	Pulteney		1	1	1
14879	Savona	17	5	5	4
14893	Wayne		1	1	1
14898	Woodhull		5	5	3
	Other	88	6	6	0
Total-		851	314	314	221



AN EXPLANATION OF QUESTIONS ASKED, AND EXPECTED HYPOTHESES

***Note: For the following questions the un-fielded group was used. ***

To get an idea of the population being dealt with, it was necessary to ask general questions at the beginning of the survey. Questions such as gender, zip code and age (Questions 1, 2 and 3) were the three most important. Gender was asked to see if there was a relevant difference in those sampled. Taking a look at zip code allows for a breakdown of participants by area. This shows what areas are most in need of a Non-Emergency Medical Transportation System, and what areas are not.

By looking at age we are able to see if there is significant variation in answers between different age levels. The older individuals were perceived to drive less and thus would need transportation; where as those in the lower age bracket would still be able to drive themselves.

Questions four, five and six asked: “Do you own a car?” “Do you have a valid driver’s license?” and “Do you drive regularly?” Those who owned a car (question four) would be less likely to need a service to take them to their Non-Emergency Medical Trips, and those without their own transportation would be more likely to call on a transportation service.



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Question five was asked because it is possible that individuals own their own car but do not drive it themselves.

Question six was asked as an elaboration of the previous two. Some of the population may have a car and a valid driver's license but feel uncomfortable transporting themselves on their own.

Question seven was broken down into eight parts. Participants were asked whether or not they received any of the following benefits: Wages, Social Security, Supplemental Security Income, Medicaid, Medicare, Private Health Insurance, Veterans Benefits or some other type of assistance. Answers to this question further broke down the groups.

Question eight was broken down into ten subparts. Participants were asked to identify any and all of the diseases/health conditions they had. Categories listed included: Kidney Failure, Dialysis, Cancer, Heart Problems, HIV/AIDS, Blood Disorder, Vision Problems, A Need for Physical Therapy and A Mental Health Condition. There was also a space left blank so that additional disorders could be listed. It was hypothesized that those people with health problems that required more routine care such as those listed would be more likely to need someone to transport them to and from their appointments.



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Questions nine and ten asked “Do you receive routine care for the above medical condition (s)?” and “If yes, how often.” Those who received medical care once a week or more were expected to be more likely to answer “yes” when they were later asked whether or not they saw a need for a Non-Emergency Medical Transportation System.

Question eleven asked how far participants traveled for medical care. It was theorized that the further away the appointments, the more likely they were to need assistance getting there, especially if their medical care was obtained outside of their immediate community.

Question twelve asked participants to circle all of the ways they got to their appointments. The choices were: Drive Yourself, A Friend, A Family Member, the Local Ambulance, A Taxi, Church Transportation, Paid Help, Bus, Office For The Aging and a space for a fill in answer.

Question thirteen asked where most of the participant’s medical trips were to. It was expected that those who lived further away from the major medical center areas would be more likely to need a transportation service.



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Question fourteen wanted to know what types of assistance, if any, were needed by participants when getting to their appointments. Choices included: A Wheelchair, Crutches, A Cane, A Stretcher, Human Support or another form not listed.

Question fifteen was broken down into 10 subparts. It asked if participants were aware of the following services: Progressive Bus Services (COACH), Hornell Transit, Steuben Coordinated Transportation at the Institute, Interfaith Volunteer Caregivers Program, Disabled American Veterans, Project CARE, Department of Social Services, Chemung Transit, C.E.A.T.S. and the Steuben County Transit System. This question was included in the survey to find out if the participants surveyed knew about the already existing services. It was also asked to determine if the PR already utilized was getting to those for whom it is intended to reach.

Question sixteen asked which of any of the above services the participant used.

Question seventeen was the focus of the survey. It asked participants whether or not they saw a need for a Non-Emergency Medical Service, (for example, a service that would take them to a doctor's appointment.) All of the previous questions framed the background for the answer given in the question.



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Question eighteen asked, “If such a system were established would you use it?” This was a check to see if the previous question was interpreted correctly and also to see if a system were to be established if the public would use it regularly.

Question nineteen was interested in a personal response given by the participant. It asked why, or why not he or she would use such a system.

Question twenty asked, “If you were to use it would you be willing to contribute towards the cost?” This would aid creators of a system in deciding how to fund such a project.

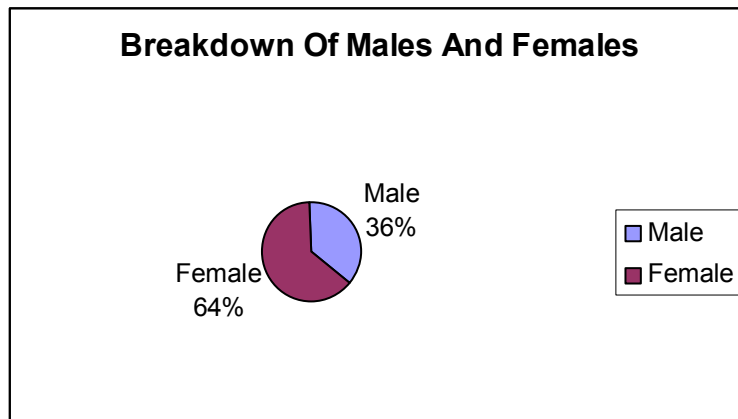
Question twenty-one and twenty-two asked, “Do you know of someone else who would benefit from such a service?” and “If so, who?” These questions were included to get a better community wide picture of actual need, and also to give those people who answered “no” to question seventeen because of misinterpretation, a chance to answer in a different way.



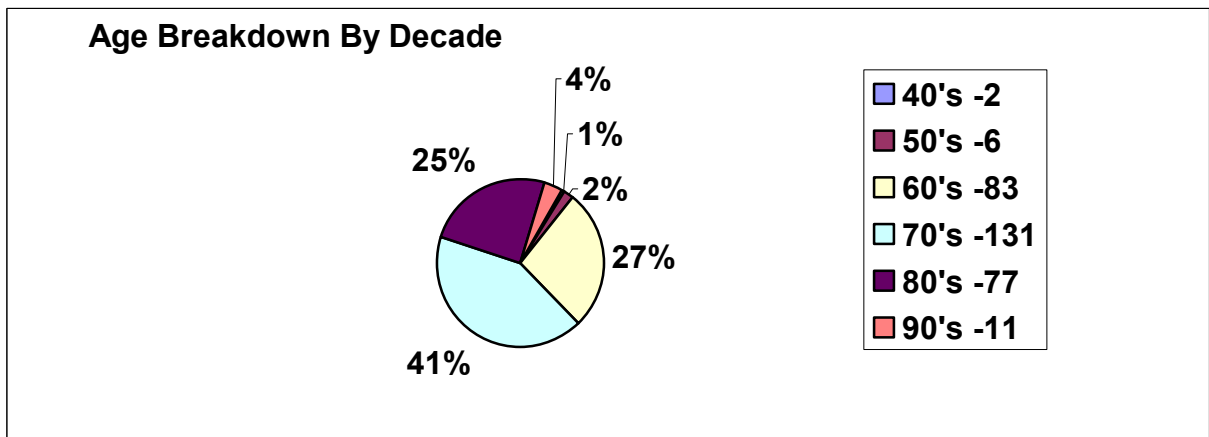
RESPONSES

The following graphs correspond to the question(s) listed. (Note: the un-fielded data is used in this section.)

1. What is your gender?



2. What is your age?

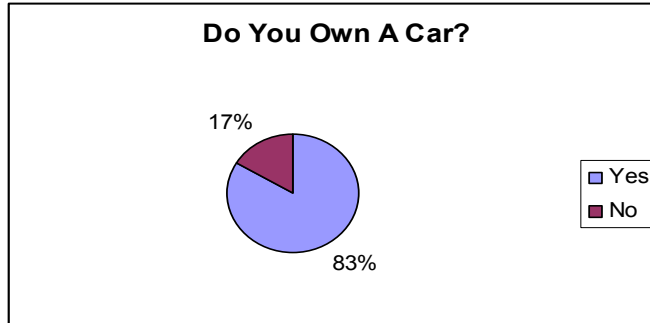


3. What is your zip code? See results in later part of section.

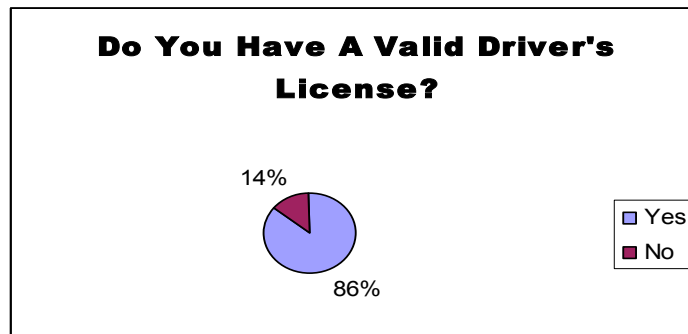


Non-Emergency Medical Transportation Study

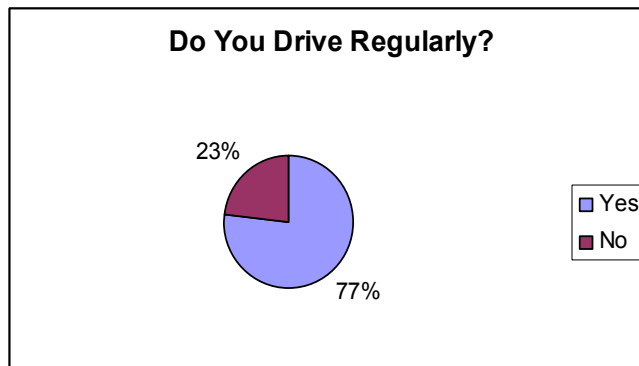
4. Do you own a car?



5. Do you have a valid driver's license?



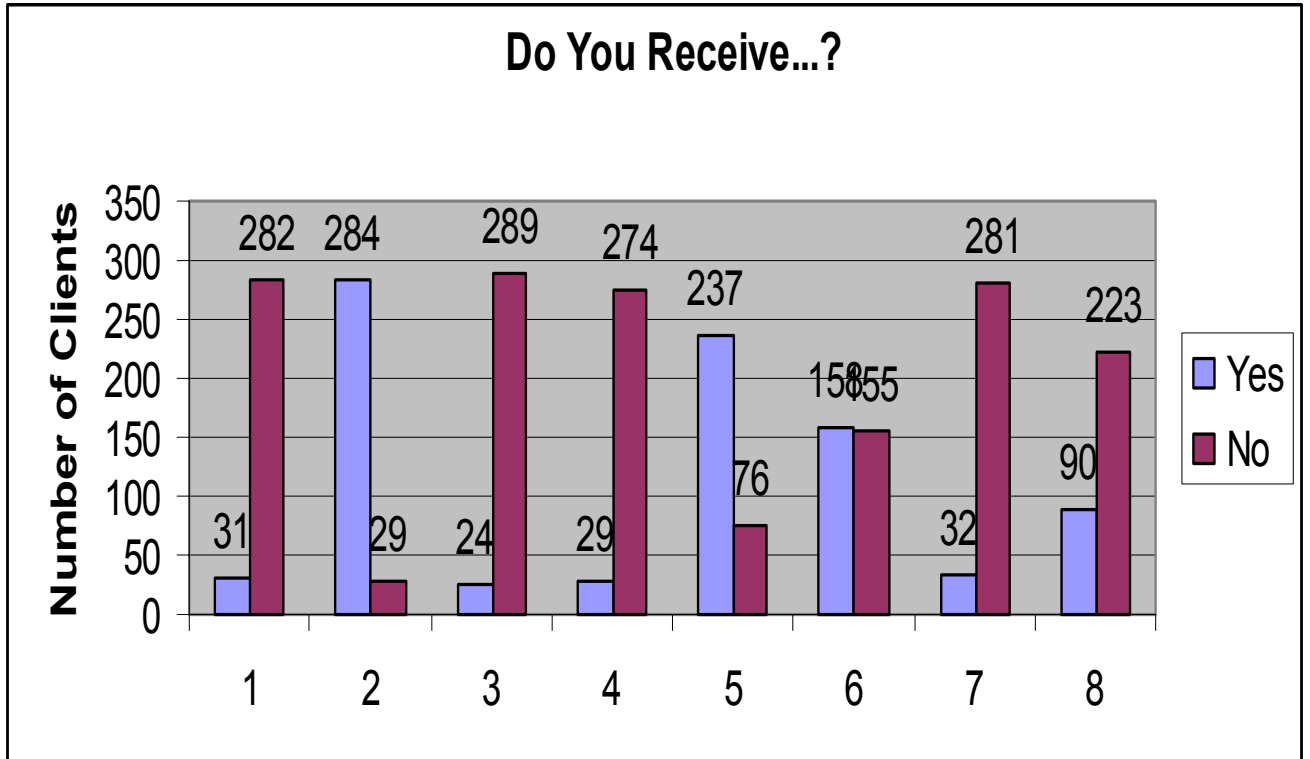
6. Do you drive regularly?



***Note the drop in the percentage of people who own a car to those who drive regularly. ***



7. Do you receive any of the following?



1= Wages

2= Social Security

3= Supplemental Security Income

4= Medicaid

5= Medicare

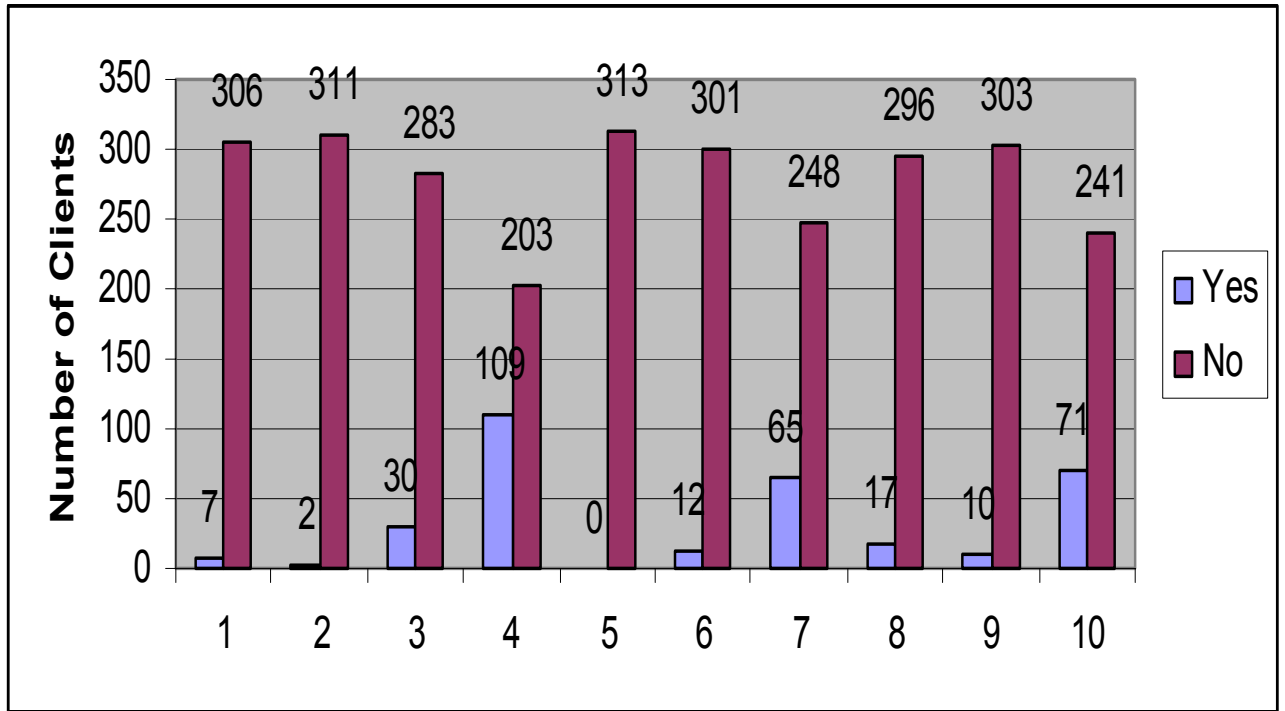
6= Private Health Insurance

7= Veterans Benefits

8= Other Income



8. Do you have any of the following conditions?



1= Kidney Failure

2= Dialysis

3= Cancer

4= Heart Problems

5= HIV/AIDS

6= Blood Disorder

7= Vision Problems

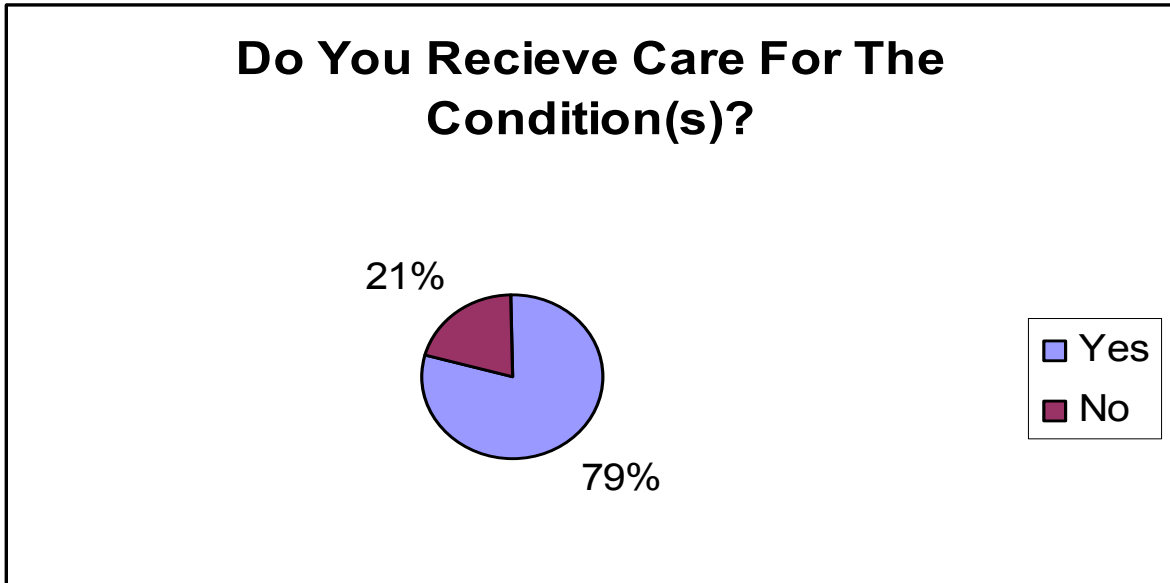
8= A Need For Physical Therapy

9= Mental Health Condition

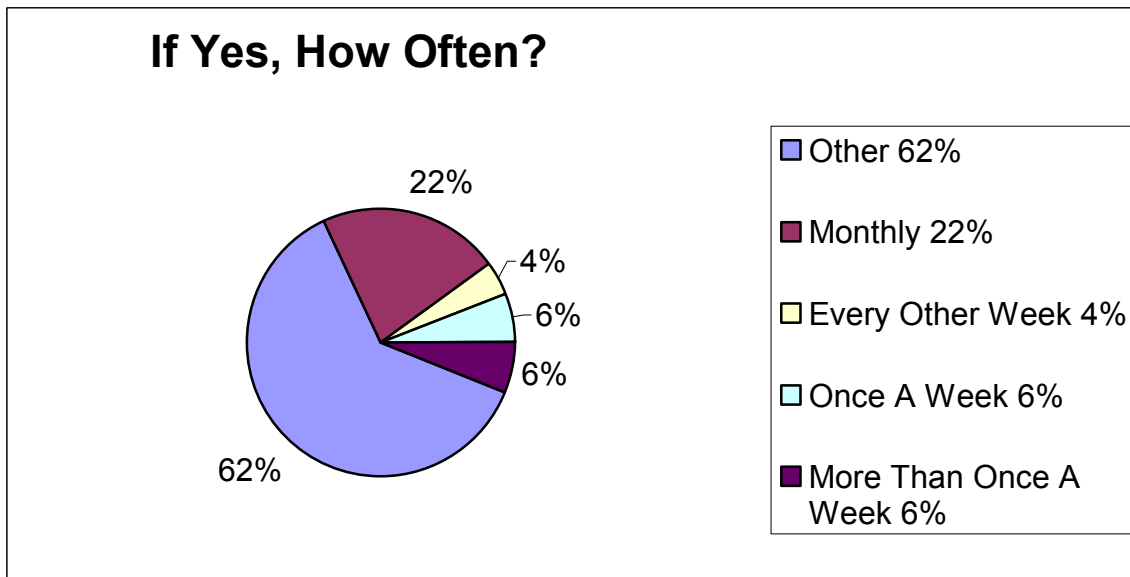
10= Other Health Condition



9. Do you receive routine Medical Care for the above stated condition(s)?

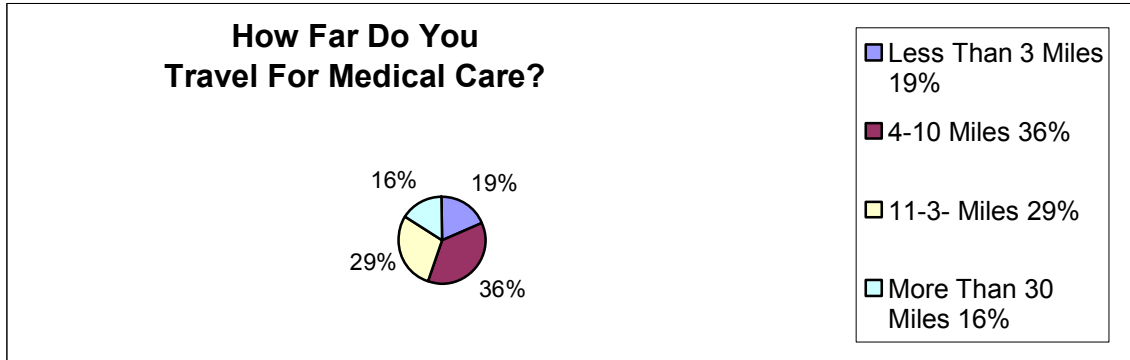


10. If yes, how often?

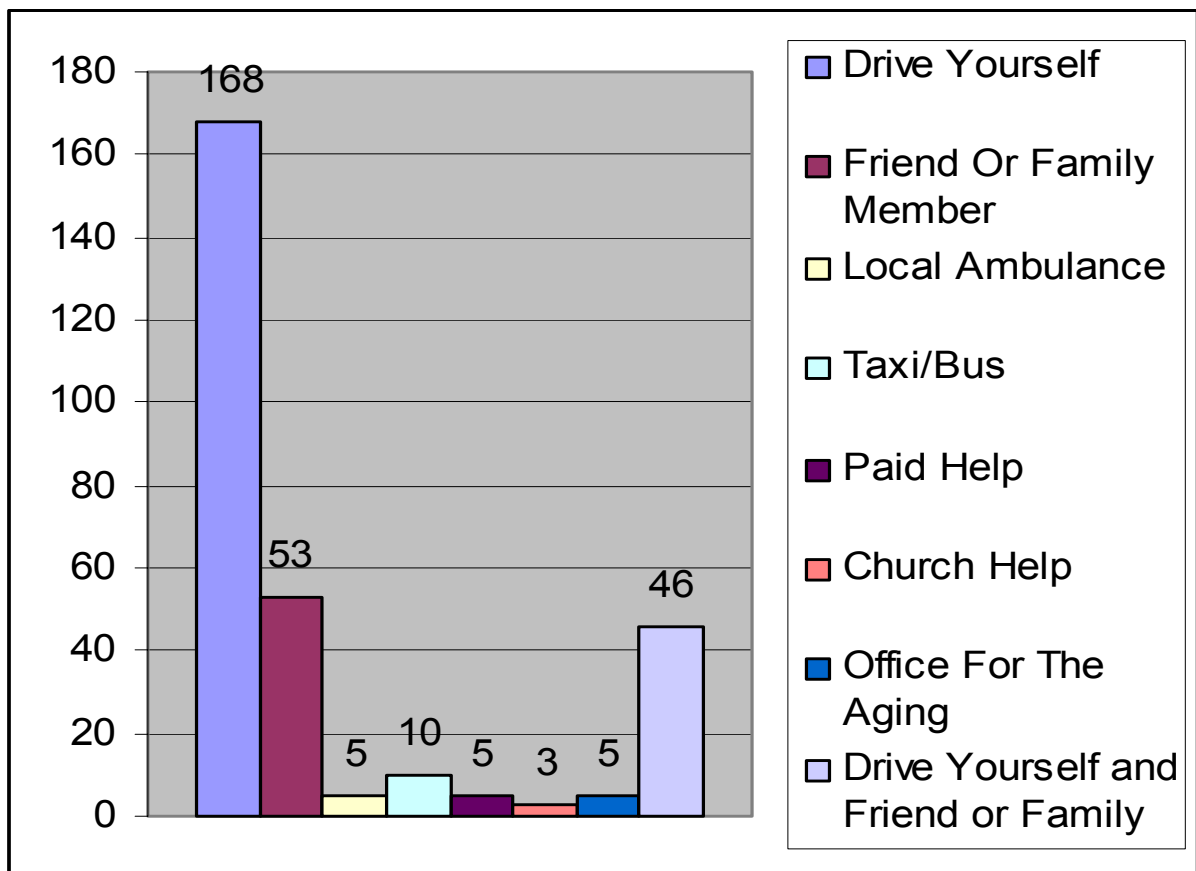




11. How far do you travel for medical care?



12. How do you get to your appointments?



*** Note- Key goes from left to right in graph.***

*** Also note the number of responses that rely on a service other than friends or family or driving themselves. ***

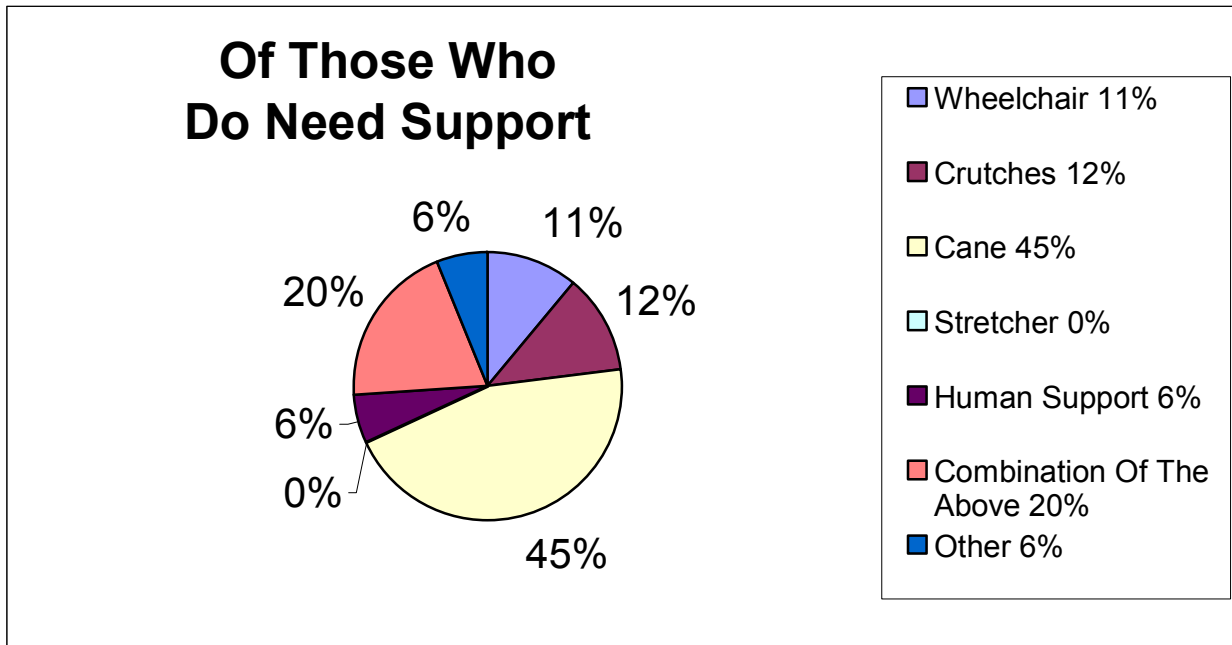


Non-Emergency Medical Transportation Study

13. Where do you go for medical care?

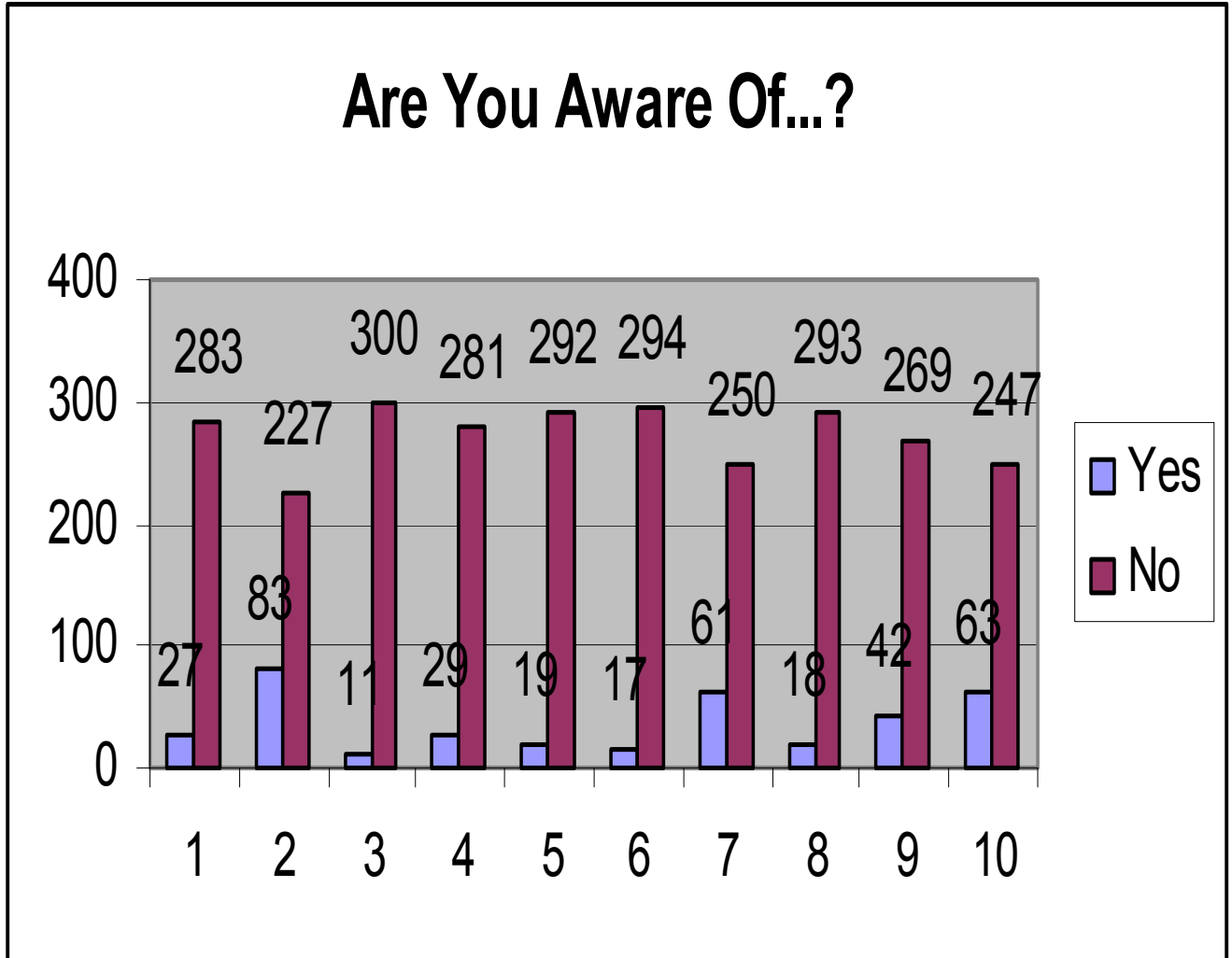
Bath	25 responses
Corning	33 responses
Hornell	20 responses
Rochester	9 responses
Elmira	11 responses
Other	14 responses

14. Do you use any of the following to get to your appointments?





15. Are you aware of any of the following services?



1= Progressive Bus Services (COACH)

2= Hornell Transit

3= Steuben Coordinated Transportation At The Institute

4=Interfaith Volunteer Caregivers Program

5= Disabled American Veterans

6= Project Care

7= Department of Social Services

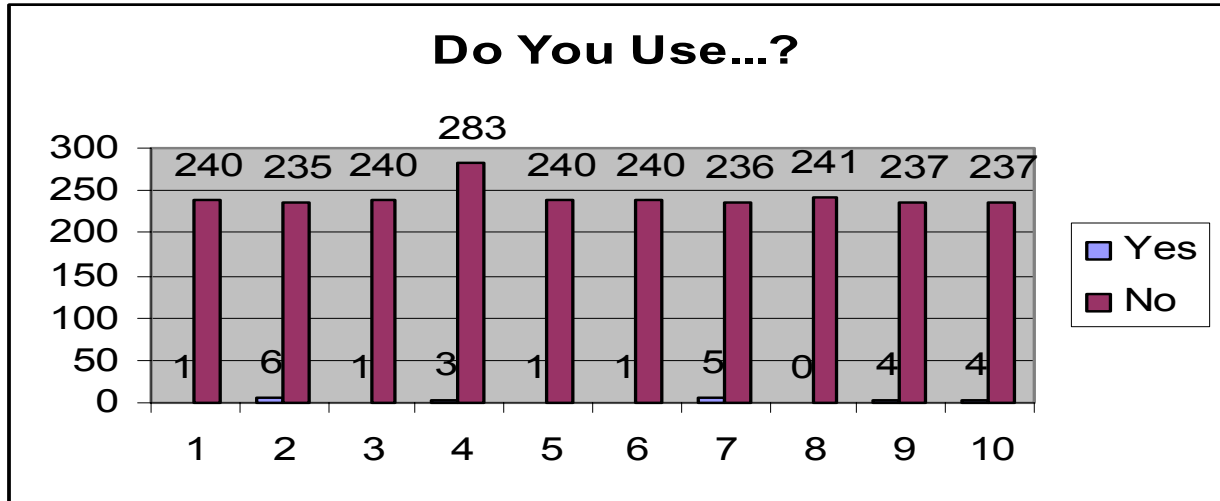
8= Chemung Transit

9= C.E.A.T.S.

10=Steuben County Transit System



16. Do you use any of the above services?



1= Progressive Bus Services (COACH)

2= Hornell Transit

3= Steuben Coordinated Transportation At The Institute

4=Interfaith Volunteer Caregivers Program

5= Disabled American Veterans

6= Project Care

7= Department of Social Services

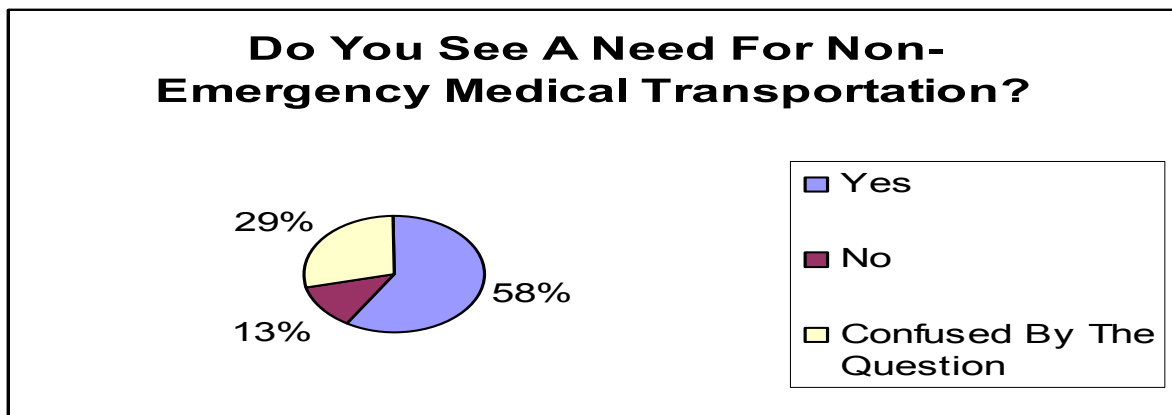
8= Chemung Transit

9= C.E.A.T.S.

10= Steuben County Transit System

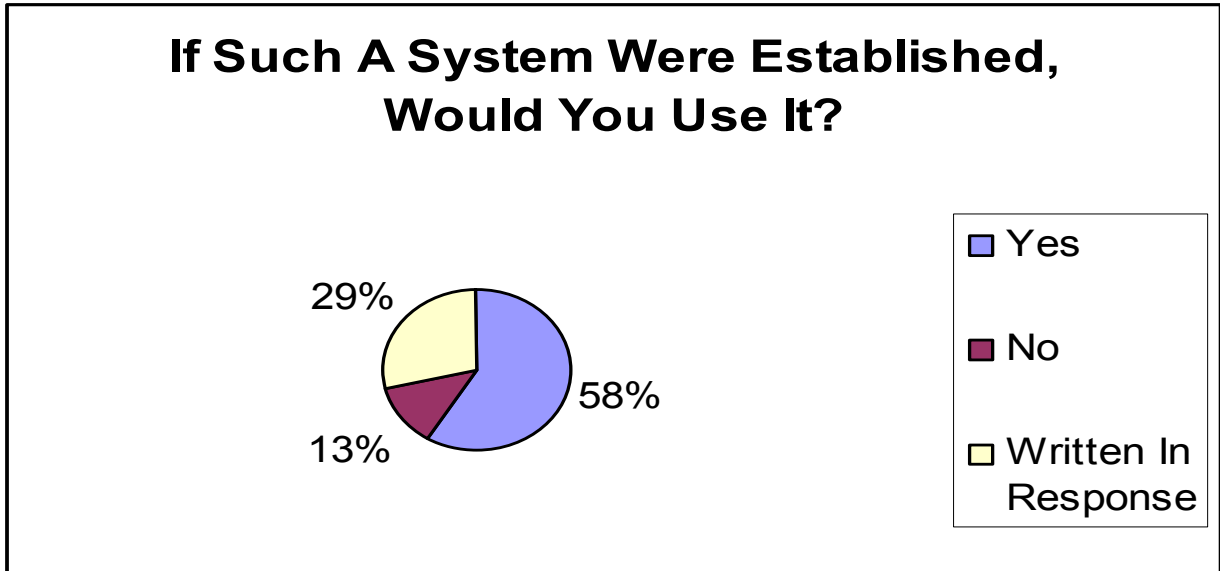
17. Do you see a need for a Non-Emergency Medical Transportation System?

***This data is taken from the un-fielded sample. ***



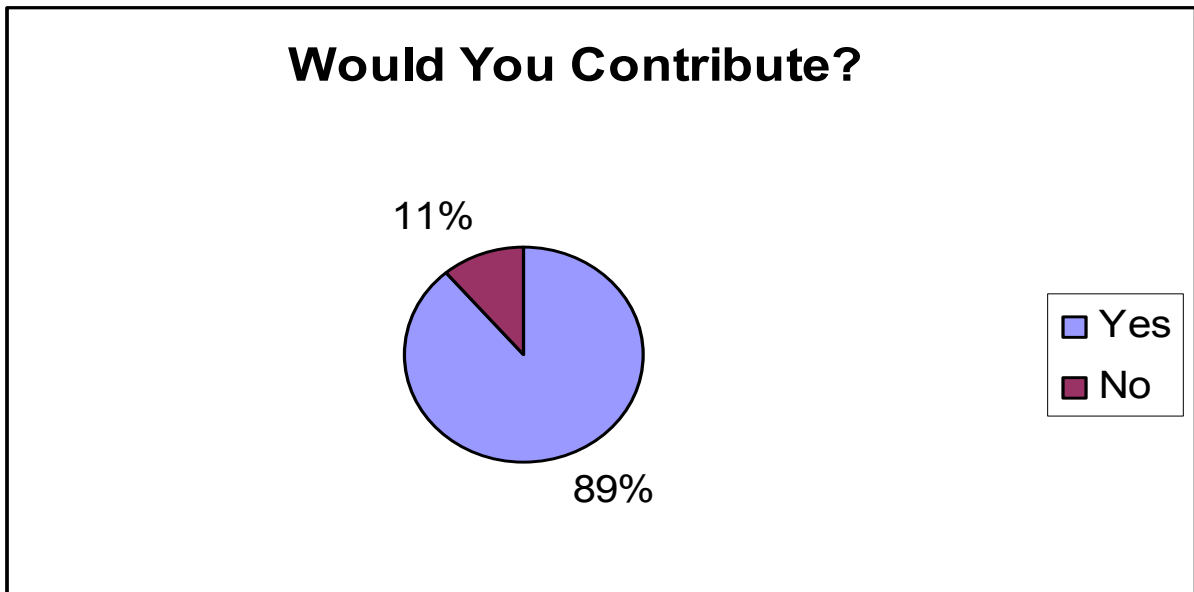


18. If such a system were established, would you use it?



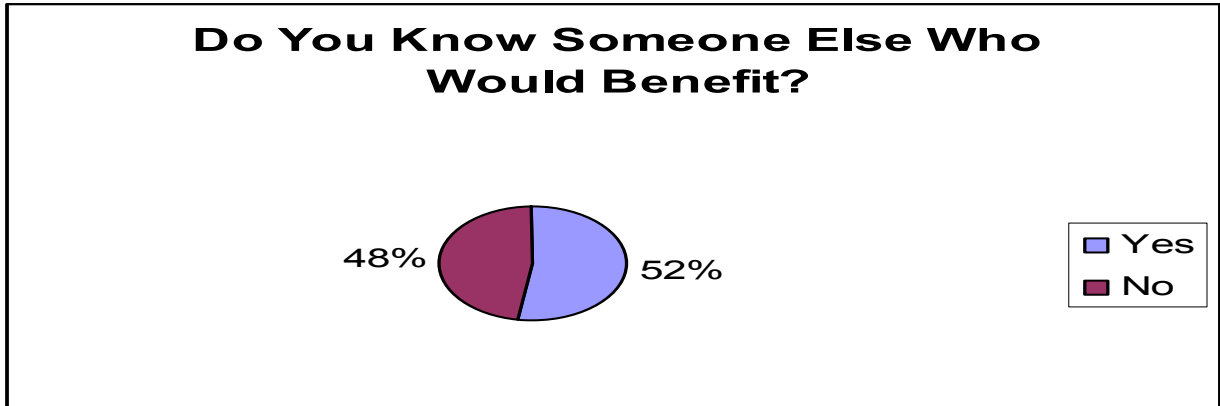
19. Why or why not? (See comments at the end of the Crosstabs section)

20. If you were to use it, would you be willing to contribute towards the cost?





21. Do you know of someone else who would benefit from such a service?



22. If yes, who?

A Friend 92 responses

A Family Member 42 responses

Other 30 responses



FIELDDED DATA RESULTS

In an effort to rid the sample of population bias the data in the following table has been compiled.

To read the table, follow these steps:

1. Find the zip code or town you are looking for on the left hand side of the table.
2. Go across to “Yes” column to find the number of people who answered “Yes” to the question, “Do you see a need for Non-Emergency Medical Transportation.” (For example: 33 people said “Yes” in Bath.)
3. Go across to “No” to find the number of people who answered “No.” (For example: 4 people said “No” in Bath.)
4. Go to “% Yes” and “% No” to find the percentage who answered “Yes” and “No” by breakdown of that zip code” (For example: In Bath, 82.9% said “Yes” and 10.8% said “No.”)
5. Go to “% Yes Within Total” and “% No Within Total” to find out what the percentage the previous numbers make up in respect to the entire population of Steuben County that answered. (For example: The previous 82.9% of Bath who said “Yes” represent 14.9% of the total Steuben County population.)
6. Go to the last column to find out what percent of Steuben County each town/zip code represents. (For example: Bath makes up 16.7% of the population surveyed.)



Non-Emergency Medical Transportation Study

Zip Code	Town	Yes	No	% Yes	% No	% Yes Within Total	% No Within Total	% Of Total Population
14522	Palmyra	0	1	0	100	0	0.5	0.5
14529	Perkinsville	1	0	100	0	0.5	0	0.5
14572	Wayland	11	2	85	15	5	0.9	5.9
14801	Addison	7	1	88	12	3.2	0.5	3.6
14804	Almond	2	0	100	0	0.9	0	0.9
14807	Arkport	4	2	66.7	33.3	1.8	0.9	2.7
14808	N. Cohocton	2	0	100	0	0.9	0	0.9
14809	Avoca	3	2	60	40	1.4	0.9	2.3
14810	Bath	33	4	89.2	10.8	14.9	1.8	16.7
14812	Beaver Dams	1	0	100	0	0.5	0	0.5
14816	Breesport	0	1	0	100	0	0.5	0.5
14819	Cameron	1	0	100	0	0.5	0	1.4
14820	Cameron Mills	3	0	100	0	1.4	0	2.3
14821	Campbell	4	1	80	20	1.8	0.5	0.5
14822	Canaseraga	1	0	100	0	0.5	0	0.5
14823	Canisteo	7	2	77.8	22.2	3.2	0.9	4.1
14826	Cohocton	4	2	66.7	33.3	1.8	0.9	2.7
14830	Corning	35	1	97.2	2.8	15.8	0.5	16.3
14831	Corning	1	0	100	0	0.5	0	0.5
14839	Greenwood	4	0	100	0	1.8	0	1.8
14840	Hammondsport	9	0	100	0	4.1	0	4.1
14843	Hornell	21	9	70	30	9.5	4.1	13.6
14855	Jasper	1	1	50	50	0.5	0.5	0.9
14858	Lindley	2	0	100	0	0.9	0	0.9
14870	Painted Post	15	4	78.9	21.1	6.8	1.8	8.6
14873	Prattsburgh	7	0	100	0	3.2	0	3.2
14874	Pulteney	1	0	100	0	0.5	0	0.5
14879	Savona	2	2	50	50	0.9	0.9	1.8
14893	Wayne	0	1	0	100	0	0.5	0.5
14898	Woodhull	1	2	33.3	66.7	0.5	0.9	1.4
Totals=		183	38			82.8	17.2	100.0



CROSSTABS

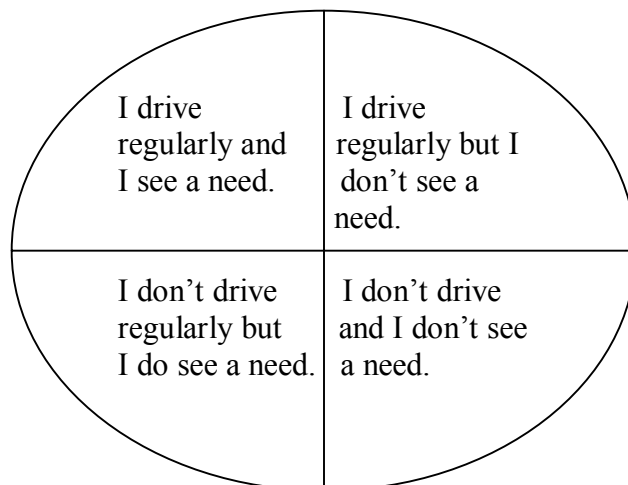
Crosstabs are the results computed when comparing two questions. This section will look at each question with regards to how the individual responded to question 17, “Do you see a need for Non-Emergency Medical Transportation?”

Each is listed below. Under each question are 4 numbers. The first number represents all of the responses that answered “Yes” to both questions. The second number represents all of the responses that answered “No”, “Yes.” The third number represents all of the responses that answered “Yes”, “No.” The fourth number represents all of the responses that answered “No” to both questions.

Note The first question will always be the question being compared to the second.. The second question will always be, “Do you see a need for a Non-Emergency Medical transportation System.”

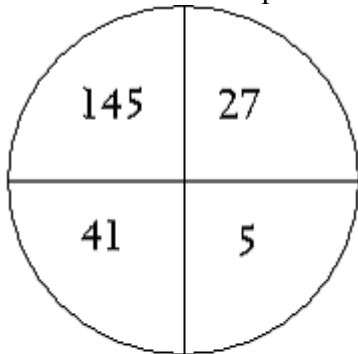
For Example:

If the crosstab is comparing those who drive regularly and whether or not they see a need for Non-Emergency Medical Transportation, the chart would look like this:

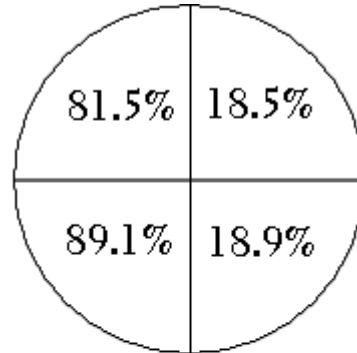




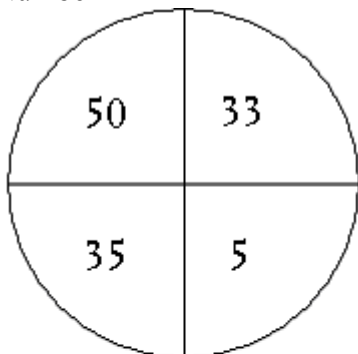
Question 4- Do you own a car?
Number of actual respondents-



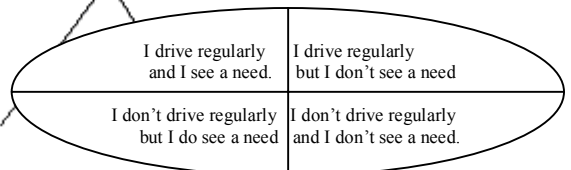
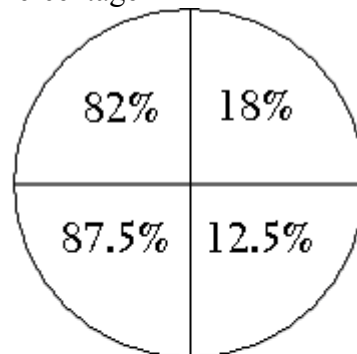
Percentage-



Question 5 – Do you have a valid drivers' license?
Number-



Percentage

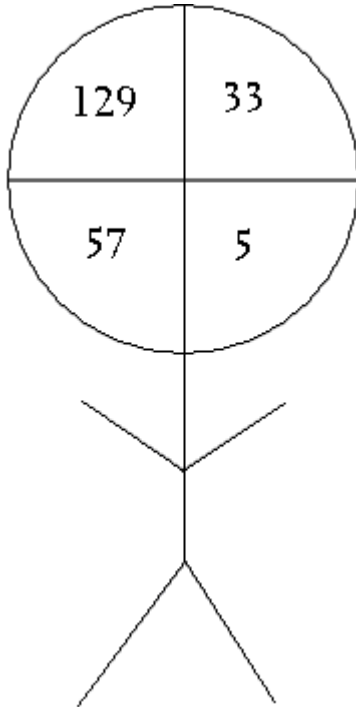




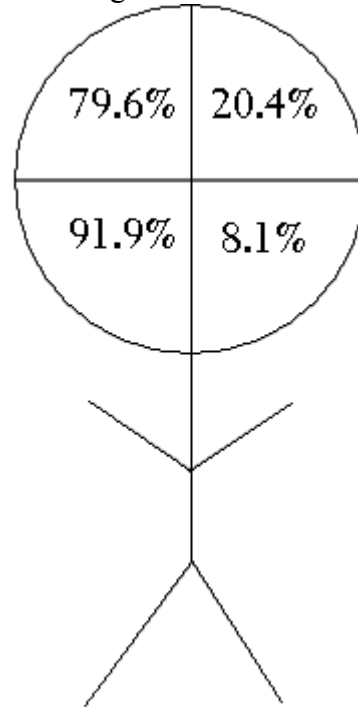
Non-Emergency Medical Transportation Study

Question 6- Do you drive regularly?

Number

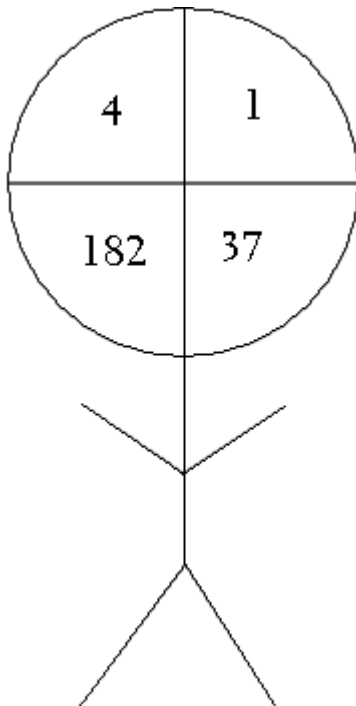


Percentage

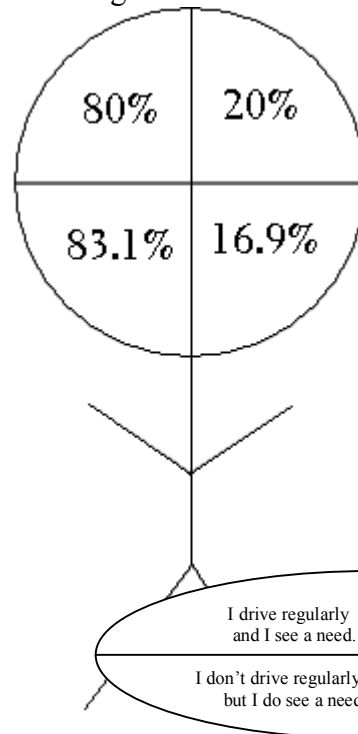


Question 8A – Do you have kidney failure?

Number-



Percentage-

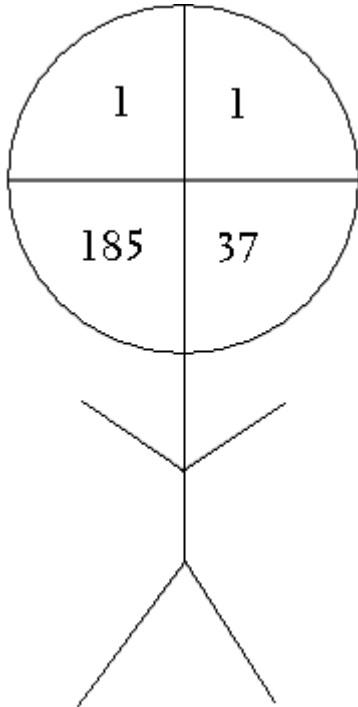




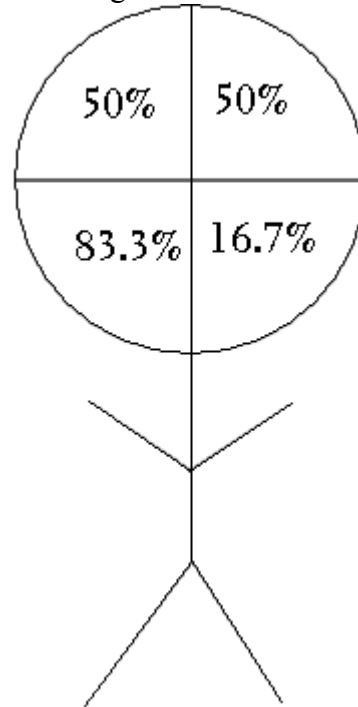
Non-Emergency Medical Transportation Study

Question 8B- Are you on dialysis?

Number-

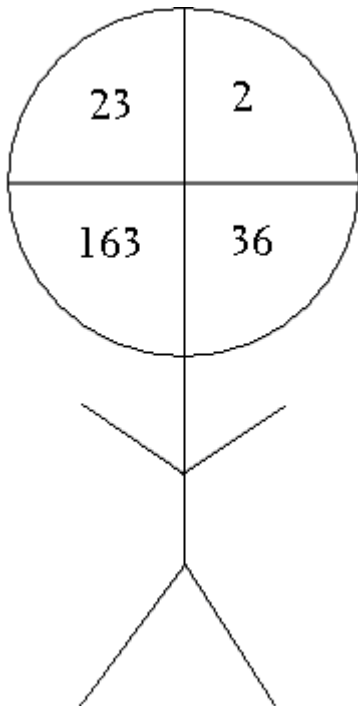


Percentage-

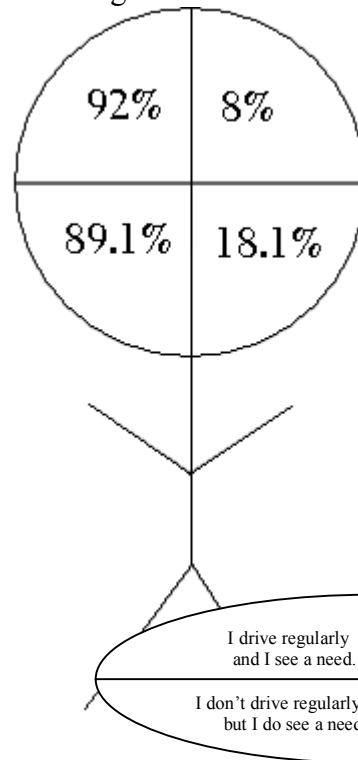


Question 8C- Do you have cancer?

Number-



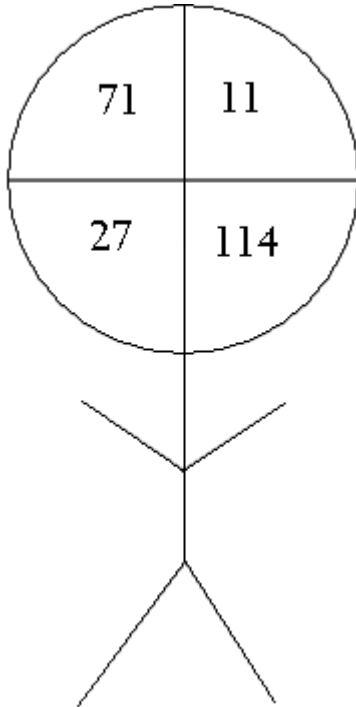
Percentage-



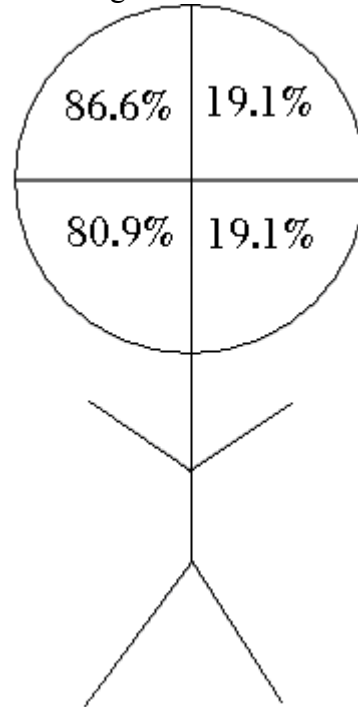


Question 8D - Do you have heart problems?

Number -

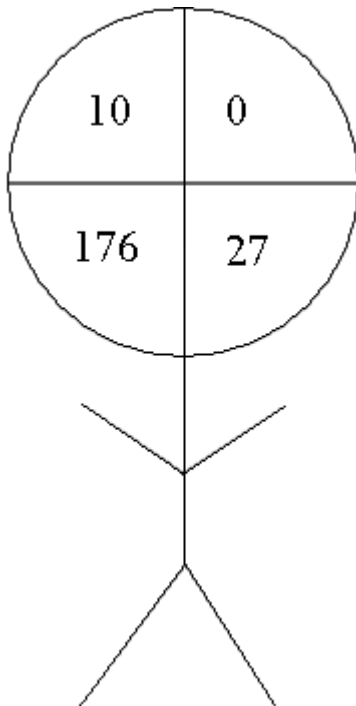


Percentage -

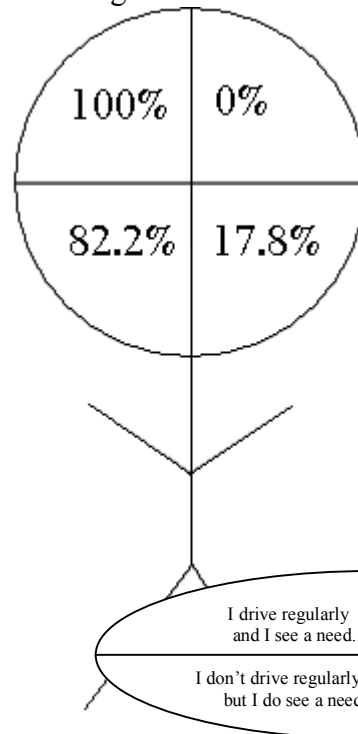


Question 8F - Do you have a blood disorder?

Number -



Percentage -

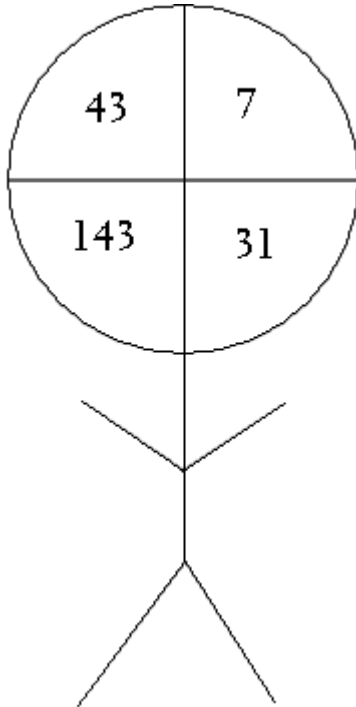




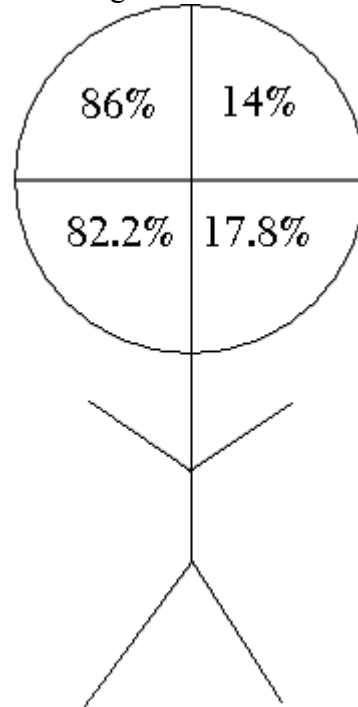
Non-Emergency Medical Transportation Study

Question 8G – Do you have vision problems?

Number -

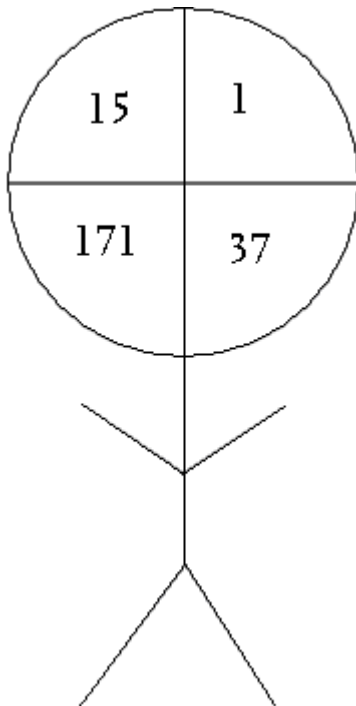


Percentage -

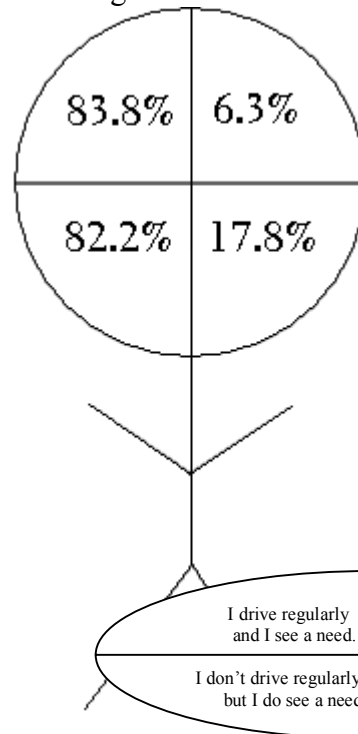


Question 8H – Do you have a need for physical therapy?

Number -



Percentage -

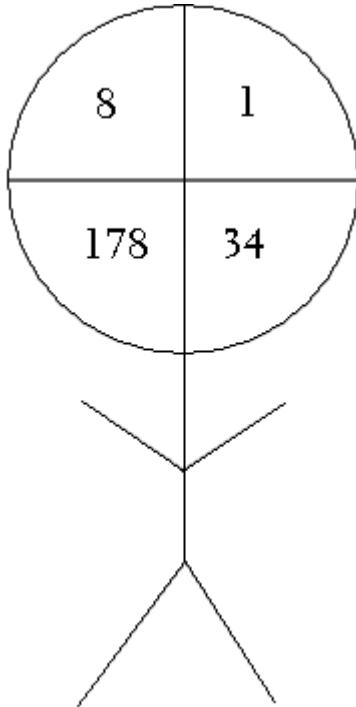




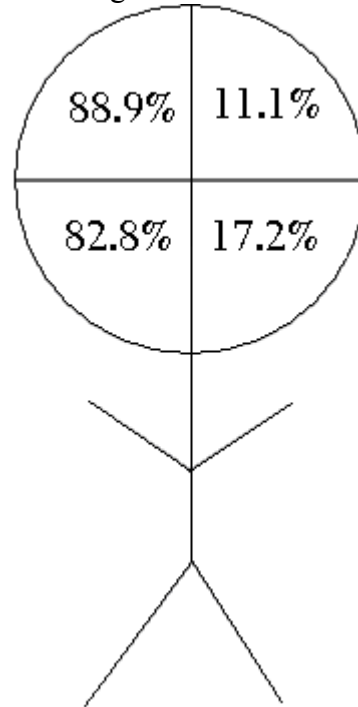
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Question 8I – Do you have a mental health condition?

Number -

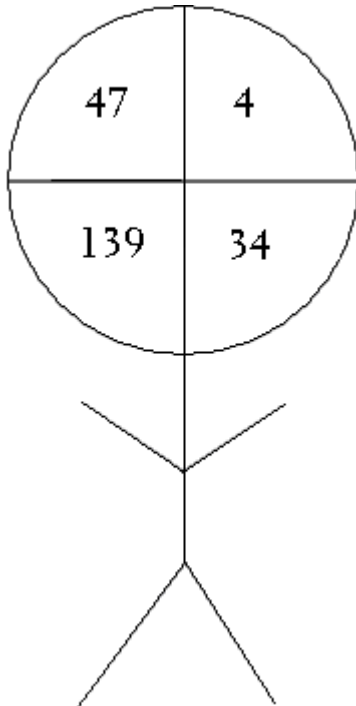


Percentage -

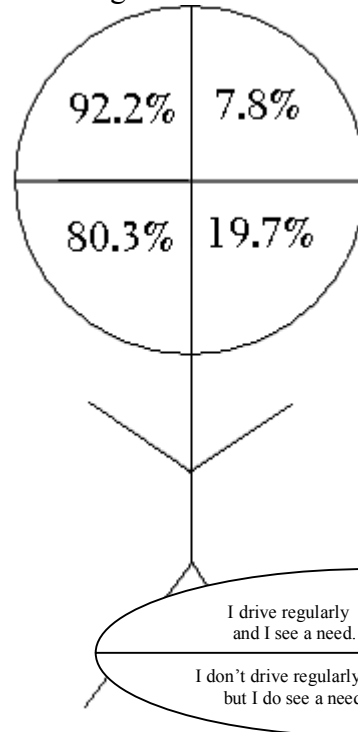


Question 8J – Do you have another health problem?

Number -



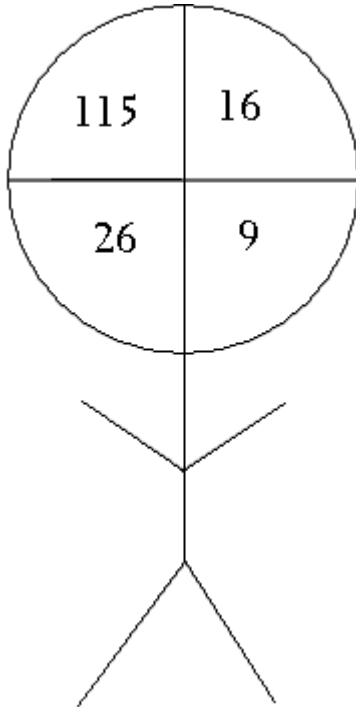
Percentage -



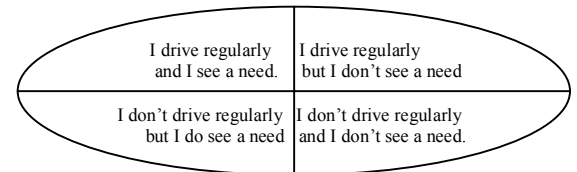
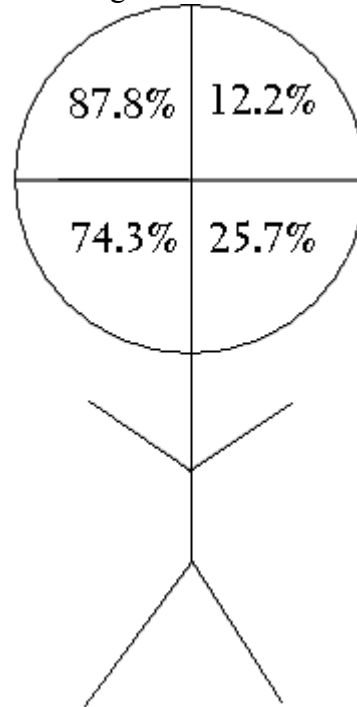


Question 9 – Do you receive routine medical care for your condition?

Number -



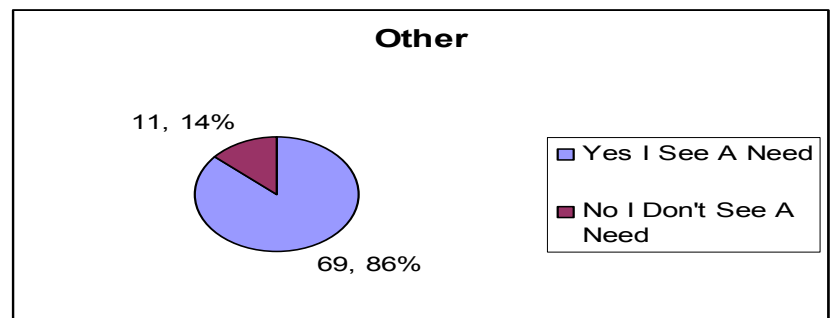
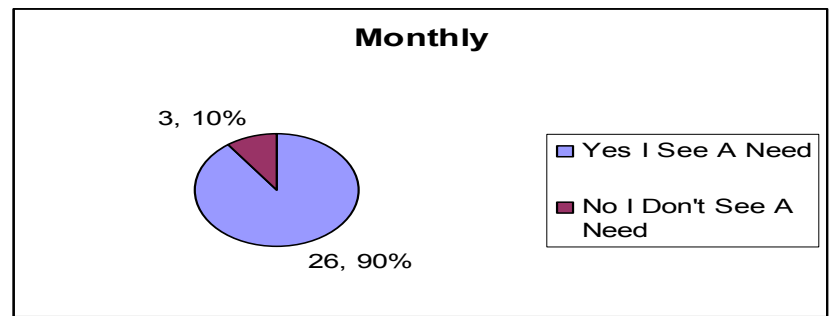
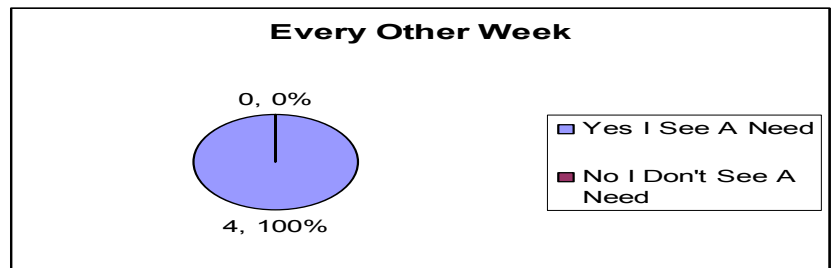
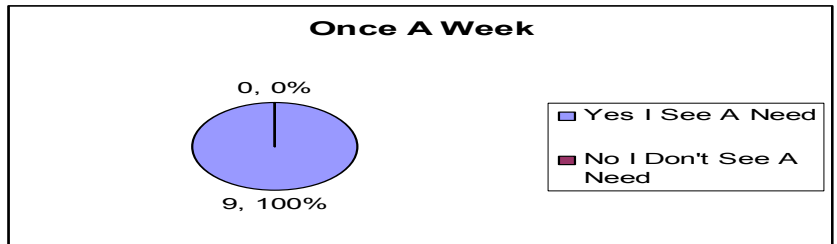
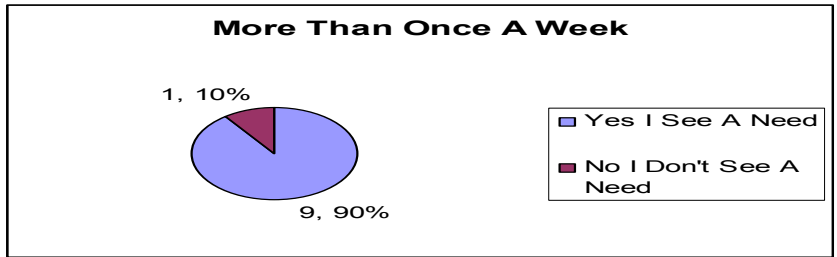
Percentage -



Question 10 – How often do you receive routine medical care? (The respondents were given a chance to select one of five choices. The following graphs show each choice and how many times it was selected as a response. Of those responses it also shows how many and what percent answered “Yes I see a need” and “No I don’t see a need.”)

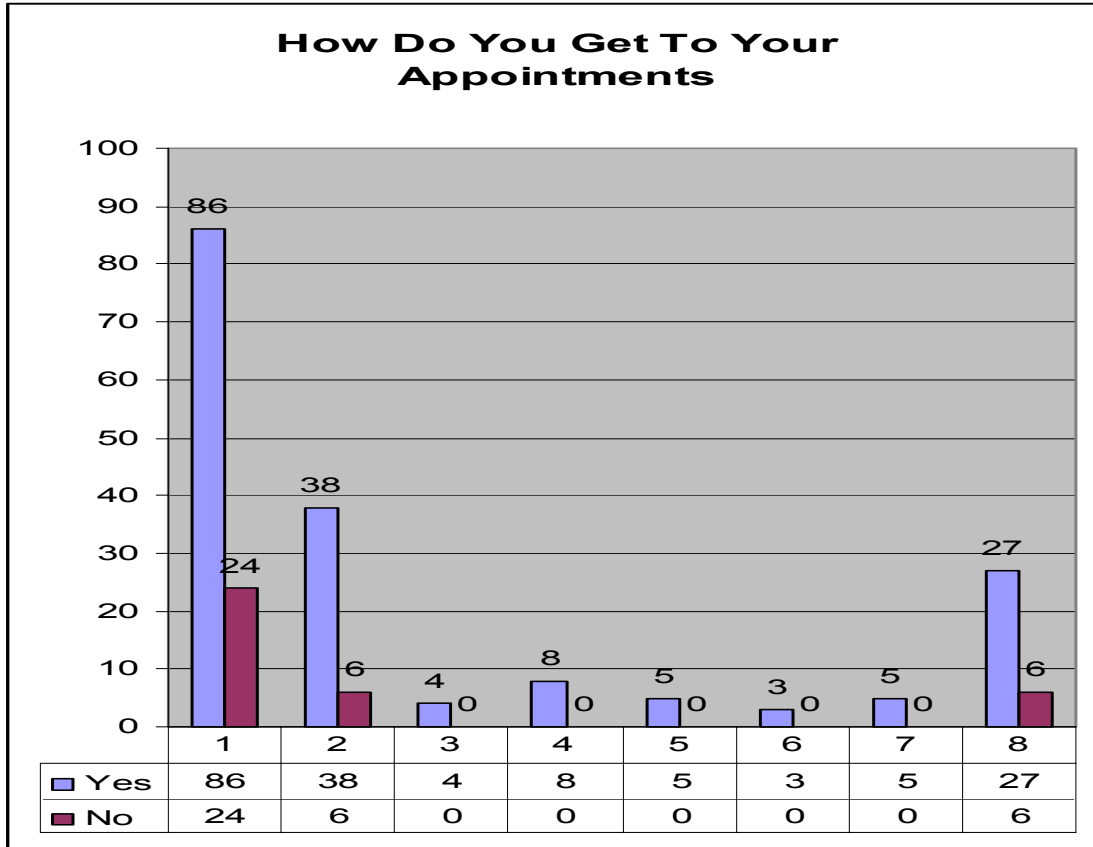


Non-Emergency Medical Transportation Study





12. How do you get to your appointments?



***Note: This graph shows numbers not percents. ***

1= Drive Themselves

3= Local Ambulance

5= Paid Help

7= Office For The Aging

2= Friends or Family Member

4= Taxi/Bus

6= Church Help

8= Drive Themselves & Friends And Family

***Example: if you want to know how many people rely on their friends or family members for transportation, and how they feel about a Non-Emergency Medical Transportation System, go to set of bars number 2. Then go below to see how many who rely on friends/family believe there is a need for a Non-Emergency Medical Transportation Service and how many people do not see the need. In this case 38 believe there is a need, while 6 do not see a need. ***



COMMENTS FROM THOSE SURVEYED

Most of the individuals added comments to their surveys. They shared their reasoning for seeing a need for a Non-Emergency Medical Transportation service.

The four most common elaborations included:

Who will take me when I can't drive?

I don't want to burden anyone anymore.

I don't feel comfortable driving in bad weather.

I know a friend or a family member who could use such a service.

Below are some sample comments from surveys:

- “So many elderly who can't drive could use this service. I would like to add that I have been ill for nearly 3 years. I have been diagnosed with lupus. I do not know how much longer I will be able to drive. I have to have blood work every month and have to take much medication.”
- “This service would allow me to have more choices in doctors and services.”
- “My elderly neighbors could use this service”
- “I just can't drive anymore.”
- “I live with my daughter, age 53 who is disabled and at times can't drive.”
- “I would use bus services to get to doctors appointments if it were available. But I do not live in a town where there is a bus service.”



Non-Emergency Medical Transportation Study

- “I can’t drive myself and my friends and family might be working. Lots of people would benefit from this service if they knew about it.”
- “I have an 86 year old sister with low vision. I won’t be available in the winter. I worry about her, and someday I might be in the same position.”
- “I am a 74 year old widow living alone and presently driving, but in the future I might have a need.”
- “If roads are bad I don’t like to drive.”
- “My friend who lives 20 miles out of town could use this service. I am her transportation!”
- “I can’t always depend on a ride.”
- “Soon I won’t be able to drive myself.”
- “I think that it (a Non-Emergency Medical Transportation Service) would be the only way some would have.”
- “This service would relieve my family from taking time off work.”
- “I would be grateful for such a system, and would gladly pay for its use.”
- “I wouldn’t have to impose on others (if I used such a system).”
- “I wouldn’t have to bother people so much.”
- “After some of my surgeries I am not allowed to drive myself home.”
- “I am the only driver in my household and I haven’t been able to drive for 2 months.”
- “Such a system would give me more independence.”



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- “It (a Non-Emergency Medical Transportation Service) would truly be a wonderful thing!
- “With people living longer we have an increase of elderly people in Bath. I wonder if there is any funding for this project.”
- “At present I have no need for such a system, but there are many who do. Also, since I am widowed and live alone, one never knows when the need for this service may arise.

Many other similar comments were received.



ANALYSIS

There was a slight majority of women participating in this survey. (They made up 64%) This can be explained by the fact that we are dealing with an elderly population, and women on average have a longer lifespan.

The breakdown by age found that the three most common groups were the 70's which contained 131 individuals, the 60's which contained 83 individuals and the 80's + age group which contained 77 individuals. The latter population is of the greatest concern. This group tends to have more health problems, and on average drives less.

86% Surveyed have a drivers license, a slightly smaller amount, 83% own a car. This percent again drops when asked if the participants drive regularly. This shows that just because someone is legally able to drive, doesn't mean they feel comfortable doing so.

*82% Of those with a car feel there is a need for a Non-Emergency Medical Transportation System.

*89% Of those without a car feel there is a need for a Non-Emergency Medical Transportation System.



Non-Emergency Medical Transportation Study

*82% of those with a valid drivers' license feel there is a need for a Non-Emergency Medical Transportation System.

*88% without a drivers' license feel there is a need for a Non-Emergency Medical Transportation System.

*80% of those who drive regularly feel there is a need for a Non-Emergency Medical Transportation System.

*92% of those who do not drive regularly feel there is a need for a Non-Emergency Medical Transportation System.

Most of the population surveyed is dependent on social security (91%). This doesn't leave a large amount of spare funds. Only 11% receive some sort of wages. 73% rely on Medicare. 11% rely on Medicaid, which only pays for pre-approved visits. These numbers can pose a problem for elderly who need to access medical care, especially on a routine basis.

The number one medical condition had by those surveyed is heart problems. (35% of those surveyed had this condition.) This type of disorder requires careful monitoring and steadily prescribed medications.

*87% of those with heart problems feel there is a need for a Non-Emergency Medical Transportation System.



Non-Emergency Medical Transportation Study

*81% of those without heart problems feel there is a need for a Non-Emergency Medical Transportation System.

Heart problems are followed by those with an unspecified health condition. (23%)

*92% of those with another health problem feel there is a need for a Non-Emergency Medical Transportation System.

*80% of those without another health problem feel there is a need for a Non-Emergency Medical Transportation System.

The third most highly ranked condition is vision problems. 21% of those surveyed listed this as one of their medical conditions. These people are less likely to drive themselves and therefore have a much greater need for a Non-Emergency Medical Transportation System.

*86% of those with a vision problem feel there is a need for a Non-Emergency Medical Transportation System.

*82% of those without a vision problem feel there is a need for a Non-Emergency Medical Transportation System.

The forth-highest medical problem listed was cancer. 10% of those surveyed had this condition. Cancer treatments can require up to several trips a week depending on chemotherapy and radiation treatment schedules.



Non-Emergency Medical Transportation Study

*92% of those with cancer feel there is a need for a Non-Emergency Medical Transportation System.

*89% of those without cancer feel there is a need for a Non-Emergency Medical Transportation System.

79% of those receiving medical care require some kind of care for their condition. This treatment ranges from more than one a week to monthly visits.

81% of those surveyed had to travel more than three miles to receive medical attention. 45% had to go over ten miles. This can be a long distance for elderly individuals. Especially if they are the ones doing the driving or if weather conditions are not ideal.

*Of those who travel more than once a week, 90% feel there is a need for a Non-Emergency Medical Transportation System.

*Of those who travel once a week, 100% feel there is a need for a Non-Emergency Medical Transportation System.

*Of those who travel every other week, 100% feel there is a need for a Non-Emergency Medical Transportation System.

*Of those who travel monthly, 90% feel there is a need for a Non-Emergency Medical Transportation System.



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*Of those who travel at another rate, 86% feel there is a need for a Non-Emergency Medical Transportation System.

About ½ of the 300+ surveyed drive themselves to medical related trips. This leaves the other ½ to rely on another form of transportation.

Medical destinations were split mostly between Bath, Corning, Hornell, Rochester and Elmira.

Of those who need physical support when transporting themselves to and from medical related trips, 45% use a cane. 20% require a variety of assistance, such as human support, a walker etc.

There are some services available besides volunteer drivers who take seniors to their medical related trips, however to most of the population, these services are unheard of. Such services include:

- *Progressive Bus Services (COACH)
- *Hornell Transit
- *Steuben Coordinated Transportation At The Institute
- *Interfaith Volunteer Caregivers Program
- *Disabled American Veterans
- *Project Care



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*Department Of Social Services

*Chemung Transit

*C.E.A.T.S.

*Steuben County Transit System

Less than 10% of those surveyed knew of the services listed willing to transport them. Even more startling is the fact that even less use them. This may be because they have heard of them but they don't know what they provide because they rely on another form of transportation, or that the services they know about are unavailable to them.

In general those with medical conditions seemed to favor a Non-Emergency Medical Transport System (85% responded yes to seeing a need.) This percentage is huge! It definitely favors the creation of a new system.

Out of the fielded group, only 36 people who have medically related trips do not feel there is a need for a Non-Emergency Medical Transportation System. 176 people do see a need. All people who rely on an Ambulance, Taxi, Bus, paid help, church help or Office For The Aging see a need. Not one single person who uses those services feels there is no need.



CONCLUSIONS

The results of this survey strongly favor the creation of a Non-Emergency Medical Transport System. If a new system is created it MUST:

*Be HIGHLY publicized

*Be CONSTANTLY publicized

*Be AVAILABLE to every part of Steuben County

If a new system is not feasible, the current system needs to be completely revamped. The fact is that not enough people know what is available to them. Almost no one surveyed uses the current systems. Information about all systems should be put together in an easy to understand guidebook that is updated annually.

This book should include maps and routes. It should also include phone numbers for individuals to call if they have questions. It should have specific guidelines so if a person must meet certain criteria to be able to use a system they will know this upfront. It should also contain the types of insurance that will cover the costs of usage.

This project is quite large and would require complete cooperation from all services in the area. If all existing services could come together and take on such a task of getting every elderly individual where they need to be, their goal could be met.



Non-Emergency Medical Transportation Study

The task of organizing a transportation system for non-emergency medically related trips is no doubt going to be difficult. But the sooner a system is implemented, the sooner the frail elderly of Steuben County will be getting the health care they need and deserve.